



May 31, 2024

Mr. Ernie Cruz, Deputy Director
Community Services Division
Department of Developmental Services
via email oco@dds.ca.gov

Dear Ernie:

Re: Annual Public Stakeholders' Meeting Regarding Purchase of Service Expenditure Data for Fiscal Year 2022-23

In accordance with Welfare and Institution (W&I) Code §4519.5(g), the Regional Center of Orange County (RCOC) held its annual public meeting regarding Purchase of Service (POS) expenditure data for fiscal year 2022-23 on Wednesday, March 13, 2024 at 5:30 p.m.

In effort to accommodate the majority of its community and promote attendance, RCOC held this public meeting via webinar for convenience of location and during the early evening hours to allow working families an opportunity to attend.

RCOC provided the required 30-days' advance notice of this meeting in English, Spanish, and Vietnamese with a post on its website. Over 38,900 email addresses received the announcements, including persons served and their families, vendors, the State Council on Developmental Disabilities (SCDD), Disability Rights California's Office of Clients' Rights Advocacy (DRC/OCRA), and several others within the Department of Developmental Services (DDS). RCOC also mailed flyers to those without email addresses.

To consider the appropriate cultural and linguistic needs of its community, RCOC provided simultaneous interpretation in Spanish, Vietnamese, and Korean throughout the meeting, including the Q & A segment that followed the presentation. Translated materials and closed captioning were also available. Although subject to availability, interpreters are available in many other languages upon request and with at least seven days' advance notice, including American Sign Language (ASL).

While the data presented at this meeting indicate that expenditure disparities do exist, it does not explain why. The data does not indicate whether the individual's needs are being met. The costs of services vary, as do the needs of each individual we serve.

RCOC has been holding successful public meetings regarding purchase of service expenditures for several years in English, Spanish, and Vietnamese languages. This year, RCOC added interpretation for Korean speakers in our community. Every year RCOC improves the presentation to make it more accessible and transparent. RCOC has added a list of all services available and Summary of Purchase of Service Guidelines to its website in English, Spanish, Vietnamese, and very soon, Korean.

RCOC respectfully submits this report and required attachments as indicated in the Public Meeting Annual Report Template to DDS.

Please let us know if you require anything else.



Larry Landauer
Executive Director

Enclosures

**DEPARTMENT OF DEVELOPMENTAL SERVICES
REGIONAL CENTER PURCHASE OF SERVICE PUBLIC MEETINGS SUMMARY, RECOMMENDATIONS
AND PLAN TO PROMOTE EQUITY AND REDUCE DISPARITIES ANNUAL REPORT TEMPLATE**

As indicated in Welfare and Institutions (W&I) Code section 4519.5(g) and (i), regional centers are required to hold public meetings for community members within three months of posting annual purchase of service data on their websites. Regional centers submit an annual report to the Department of Developmental Services (Department) by May 31st. The Department reviews and provides feedback to the regional centers on the report, prior to its posting by August 31st. The following pages include the required components of the report. A list of questions is provided to assist regional centers when preparing the report in addition to the inclusion of regional center's public meeting notes, public comments, presentation materials and a plan with recommendations for increasing equitable access in purchase of services and supports.

Regional center name: Regional Center of Orange County

Person filling out report: Larry Landauer, Executive Director

Date of completion: May 30, 2024

PROPER MEETING COMMUNITY INCLUSION

W&I Code section 4519.5 (g)"

...each regional center shall meet with stakeholders (community members) in one or more public meetings regarding the (purchase of service) data... consider the language needs of the community and shall schedule the meetings at times and locations designed to result in a high turnout by the public and underserved communities."

1. **How many meetings did your regional center conduct? 1**

2. **Did your regional center hold at least one meeting by March 31st? Yes**

3. **How were the meetings scheduled to accommodate community participation? Select all that apply.**
 - Webinar (e.g., GoToMeeting, YouTube)
 - Virtual platform (e.g., Zoom)
 - In-person
 - Hybrid
 - Other

If "Other" selected enter here.

PROPER MEETING NOTIFICATION

W&I Code section 4519.5(g)

"...regional centers shall inform the department of the scheduling of those public meetings 30 days prior to the meeting. Notice of the meetings shall also be posted on the regional center's internet website 30 days prior to the meeting and shall be sent to individual stakeholders and groups representing underserved communities in a timely manner."

4. **Was the Department informed at least 30 days prior to ALL meetings? Yes**

5. **How was the Department informed? Through indirect notification (RC meetings, e-blast, social media)**



6. Were notices of ALL meetings held, posted on the regional center’s website 30 days prior to each meeting(s)? **Yes**
7. Select the best option that represents when individual community members impacted by disparities and barriers to equitable access to services and supports were informed? 30 days or more
8. What outreach efforts were utilized to inform individual community members impacted by disparities and barriers to equitable access to services and supports of the meetings(s)? Select all that apply.
- Newsletter/Eblast
 - POS meeting specific email
 - Public meeting
 - Social media
 - Community partners
 - Website (e.g., event page or calendar)
 - Blog post
 - Everbridge or another type of automated phone recording
 - Mail
 - Text
 - Phone call by regional center staff
 - Other

If "Other" selected enter here.

CULTURALLY AND LINGUISTICALLY APPROPRIATE

W&I Code section 4519.5(g)

“The regional center shall provide participants of these meetings with the data and any associated information related to improvements in the provision of developmental services to underserved communities and shall conduct a discussion of the data and the associated information in a manner that is culturally and linguistically appropriate for that community, including providing alternative communication services.”

9. What languages were offered during the meeting(s)? Select all that apply.
- English
 - Spanish
 - Mandarin
 - Cantonese
 - Hmong
 - Korean
 - Vietnamese
 - ASL
 - Other

Selected items reflect the languages requested by attendees for live interpretation during this public meeting. Many other languages, including ASL, are available with seven days’ advance notice and are subject to interpreter availability.

10. Did the meeting(s) include any of the following? Select all that apply.
- Meeting(s) held in several languages
 - Closed captioning provided
 - Materials were provided in several languages
 - Information was presented in plain language (i.e. easy to understand)
 - Other

If "Other" selected enter here.

11. Describe how the cultural and linguistic needs of the communities were considered.

RCOC provided notice of this public meeting in multiple languages with a post to its website, e-blast to everyone in its database with an email address, and materials were mailed to those without an email address.

ACTIONS TO IMPROVE PUBLIC ATTENDANCE AND PARTICIPATION

W&I Code section 4519.5(i)(1)(A)

"Actions the regional center took to improve public attendance and participation at stakeholder meetings, including, but not limited to, attendance and participation by underserved communities."

12. Was the goal or purpose of the meeting communicated? If so, describe how?

Yes, information regarding POS authorization, utilization and expenditure was provided via website post, e-blast, mail, and verbally during the meeting/presentation.

13. What methods were used to provide an environment that allowed attendees to feel comfortable and interact with each other? Select all that apply.

- Allowed for small group conversations
- Introduced staff in attendance
- Allowed attendees to introduce themselves
- Provided chat rooms (e.g., zoom chat function)
- Chat feature was enabled
- Opportunity for public comment
- Provided opportunities to ask questions
- Other

Attendees were invited to share comments/suggestions and ask questions following the presentation.

14. Based on attendance did you observe any of the following? Select all that apply.

- Attendees engaged in public comment
- Innovative ideas suggested by attendees
- Diverse perspectives shared by attendees
- Attendees requested additional explanation/clarification on the information shared
- Other

If "Other" selected enter here.

**15. Overall, how many individuals from the public attended the meeting(s)? Select best estimate.
100-200**

16. What efforts did the regional center take to improve public attendance and participation, including any new strategies? Select all that apply.

- Collaborated with community partners
- Offered focus groups
- Offered meetings in multiple languages
- Offered multiple meeting opportunities
- Outreach through group meetings
- Outreach via flyers/public service announcements/social media
- Provided translated materials

- Shared via Everbridge
- Offered meetings virtually
- Offered meetings during non-business hours or on weekends
- Not applicable
- Other

Family Resource Center staff routinely meet with parent support groups, participate in community resource fairs, and attend various community collaborative meetings with outside organizations throughout Orange County, including OC Social Services Agency (OCSSA) Early Childhood Mental Health Collaborative, Family Support Network (FSN), Boat People SOS (BPSOS), Vietnamese Parents with Disabled Children Association (VPDCA), Being Built Together (BBT), Seesaw Communities, Chinese Parents Association for the Disabled (CPAD), Center for Autism & Neurodevelopmental Disorders (CAND). Outreach efforts also include a weekly radio talk show in Vietnamese and interviews with Little Saigon TV in Westminster. A Special e-blast was sent these agencies, organizations, support groups, and local education agencies.

17. Who were the meeting(s) attendees? Select all that apply.

- Self-advocates
- Parents/family members
- Regional center staff
- Board members
- Community advocates
- Community based organizations
- Department staff
- Other

If "Other" selected enter here.

18. List the names of the partner agencies, community partners, and community-based organizations that participated in the meeting(s).

State Council on Developmental Disabilities (SCDD), Disability Rights California's Office of Clients' Rights Advocacy (DRC/OCRA), Department of Developmental Services (DDS), Family Support Network (FSN), Chinese Parents Association for the Disabled (CPAD), Korean American Special Education Center (KASEC), Seesaw Communities, Sacred Path Indigenous Wellness Center, Speech and Language Development Center (SLDC), Fullerton Community College, Taft Community College, Abilities OC, Beyond Blindness, Children and Families Coalition, St. Agnes Homecare, Lighthouse Behavioral, Westview Services, YMCA OC, Uplift Behavior Services.

COPIES OF MINUTES AND ATTENDEE COMMENTS

W&I Code section 4519.5 (j)(1)(B)

"Copies of minutes from the meeting and attendee comments"

19. Does the regional center report include a copy of the meeting minutes (notes) and a copy of the raw attendee comments? Yes

20. Which of the following themes reflect what attendees expressed as important, challenges and barriers faced? Select as top concern, concern or not a concern for each.

	Top Concern	Concern	Not a Concern
Regional center services satisfaction	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Case management satisfaction	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Lack of regional center knowledge/service options	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lack of community trainings	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Concern with language and cultural competency	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Service coordinator/staff training concerns	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Caseload concerns	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Communication/outreach concerns	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Lack of regional center trust	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Unmet needs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Service accessibility concerns	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation issues	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Rates and vendorization concerns	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Vendor concerns	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Lack of community, regional center, and other community member collaboration	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Need for advocacy training and support	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

21. Were there any additional topics or themes mentioned in the meeting(s) that are not listed in question 20? Please list and indicate if they were a top concern (mentioned by multiple people).

None.

IDENTIFIED DISPARITIES IN THE POS DATA

W&I Code section 4519.5 (i)(1)(C)

“Whether the data...indicate a need to reduce disparities in the purchase of services among consumers in the regional center’s catchment area.”

22. Did the regional center report data about number of instances when written copies of individual program plans (IPP) were provided at the request of consumers or their legal representatives more than 45 days for threshold languages and 60 days for non-threshold languages after request was made? Yes

23. Summarize the type of disparities that were identified and discussed (e.g., by race/ethnicity, primary language, residence, age, diagnosis, etc.)

Referenced in question #20 and attached summary notes.

REGIONAL CENTER'S RECOMMENDATIONS AND PLANS TO PROMOTE EQUITY AND REDUCE DISPARITIES

W&I Code section 4519.5 (i)(1)(C)

"...If the data do indicate that need, the regional center's recommendations and plan to promote equity, and reduce disparities, in the purchase of services."

24. What other venues were utilized, in addition to holding the POS annual meetings, to gather information to develop the regional center's recommendations and plan¹ to promote equity and reduce disparities?

Select all that apply.

- Other regional center meetings
- Feedback requested from support groups
- Recommendations from focus groups
- Surveys
- Call for public input (e.g., social media, eblasts, website)
- Other

RCOC provides a dedicated email address on its website for the community to submit input at any time - year round, day or night.

25. Does the regional center's attached report include how the prior year's recommendations and plan were implemented? **Yes**

REPORTS POSTED ON INTERNET WEBSITES

W&I Code section 4519.5 (c)(1)(B)

"...Commencing December 31, 2023, each regional center shall post its data uniformly with all other regional centers, using the same criteria, format, and organization."

26. Did the regional center post its data as provided by the Department on December 19, 2023? **Yes**

W&I Code section 4519.5 (i)(1)(C)(2)

"Each regional center and the department shall annually post the reports required by paragraph (1) ²on its website by August 31."

27. Did the regional center post on its website the report developed from public meetings and all its required elements pursuant to W&I Code section 4519.5(i)(C)(1)? **Yes**

¹ Regional center to attach recommendations and plan.

² W&I Code section 4519.5(i)(C)(1)



Regional Center of Orange County
Annual Public Meeting Regarding
Purchase of Service Expenditure Data
Wednesday, March 13, 2024, 5:30 PM
Via Webinar
Meeting Summary Notes

I. Expenditure Data Presentation

Mr. Larry Landauer, Executive Director, presented information and data regarding RCOC's Purchase Of Service (POS) authorization, utilization and expenditure for fiscal year 2022-23 based on ethnicity, race, language, and disability.

Mr. Landauer welcomed attendees and thanked them for joining the webinar. Mr. Landauer informed the audience that there would be an opportunity following the presentation to submit comments, offer suggestions, or ask questions related to the POS information. Until then, microphones and chat features will remain disabled. Another option for submitting questions and comments at any time is to send an email to pos.input@rcocdd.com.

Mr. Landauer shared instructions for selecting a preferred language, and informed attendees that simultaneous interpretation in Spanish, Vietnamese and Korean would be available throughout the presentation and public comment period.

II. Summary of Public Comments/Suggestions/Questions

In advance of the Question and Answer segment, Mr. Landauer reminded attendees that this public forum is for questions, comments or suggestions related only to the purchase of service data and information just presented. Attendees should contact their assigned Service Coordinators for follow-up regarding individual cases.

Topics not related to individual cases included:

- Website improvements
- Regional center access training for parents/guardians/caregivers
- Provide a list of available services and timelines
- Educate SCs regarding all services available to everyone regardless of individual diagnosis
- Inform schools of regional center system
- SC turnover
- Time lapse between approval of and receipt of early-age behavioral services
- Reassess and amend POS policies/guidelines, link to petition provided
- Translations
- Meeting formats

- Yearly SC visits
- Understaffed vendors
- Reimbursement period
- Lack of quality service and supervision of SCs
- Request for a direct help-line for Spanish speaking families only

III. Adjournment

[Larry Landauer] 17:29:02

Welcome. There's quite a few people still coming in. We've got on the screen to remember to click on the English for your language or interpretation.

[Larry Landauer] 17:29:13

That way you would be able to hear any input that comes in in other, languages.

[Larry Landauer] 17:30:37

Still getting quite a few coming in. We'll start in a couple of minutes. Just another reminder for what a few more people came in.

[Larry Landauer] 17:30:45

Clicking on the interpretation English or think on Apple it might be language.

[Larry Landauer] 17:30:54

We want to click on English.

[Larry Landauer] 17:31:13

Should say select your language

[Larry Landauer] 17:31:38

We'll be having interpretation in Vietnamese. Spanish and Korean this time we have added Korean.

[Larry Landauer] 17:32:47

Seems like it's really steadied off.

[Larry Landauer] 17:32:59

The interest of everybody. Getting here on time. We will, I think we'll get started now.

[Larry Landauer] 17:33:08

Welcome to. The fiscal year, 2223 fiscal year 23. Let me turn that phone down.

[Larry Landauer] 17:33:20

Alright, again. Welcome to the fiscal year, 23 or. July, so everything we're gonna be talking about tonight is basically July.

[Larry Landauer] 17:33:31

1, 2022 through June thirtieth. 2023.

[Larry Landauer] 17:33:38

That's the year that's in review. And I believe this is our. Eleventh year of this data coming out.

[Larry Landauer] 17:33:48

So again, welcome to the expenditure. Purchase a service, a public meeting.

[Larry Landauer] 17:33:59

Again, anybody that just, happened to, Come in, please select your language, either English, Vietnamese, Spanish or Korean.

[Larry Landauer] 17:34:09

Please select those. The languages we have interpretation for. Korean, Spanish, and Vietnamese.

[Larry Landauer] 17:34:17

And even if you're speaking English and hearing me okay if you want to hear the input from those other languages, please click on English.

[Larry Landauer] 17:34:29

Alright, purchase of service expenditure resources available are available online. I apologize we had hoped to have the Korean print just like we do the Spanish and the Vietnamese.

[Larry Landauer] 17:34:44

It was not, it was, they were not going to be able to get it completed.

[Larry Landauer] 17:34:48

Until July 20 July, March 20 eighth. And anyhow, we had hoped to have it tonight. So we do have interpretation.

[Larry Landauer] 17:35:01

And next year, I promise you, we will also have it in Korean as well. Okay, so, but we do have the interpreter to interpret as we go here.

[Larry Landauer] 17:35:16

Again, here's the link where you can, pull up these graphs. A lot of these graphs and, and everything that you're seeing right here is on our website.

[Larry Landauer] 17:35:25

As we speak. So the purchase of service expenditure data reports for the fiscal year. A fiscal years, 2,011 through from 12, that was the first year this was put out.

[Larry Landauer] 17:35:36

To the current year that we're looking at is fiscal year 23 which is the end of July 1, 2023.

[Larry Landauer] 17:35:47

Why are we here tonight to share what the regional center of Orange County, our COC is currently doing to meet the needs of our diverse community.

[Larry Landauer] 17:35:57

We're also here to provide information about our Coc's purchase of service expenditures based on ethnicity, language, and disability.

[Larry Landauer] 17:36:07

Also to seek input from you about how we can continue to enhance our practices to ensure we are needing the needs of.

[Larry Landauer] 17:36:15

All individuals and families we serve.

[Larry Landauer] 17:36:19

Who are we? Our COC is one of 21 regional centers in California. We serve approximately 25,800 individuals with development disabilities.

[Larry Landauer] 17:36:30

We are the sixth largest regional center out of the 21.

[Larry Landauer] 17:36:36

Our purchases service, POS allocation in fiscal year, 2223. Again, that what ended last July 1, 2,023 was 649.8

million dollars that's 649.8 million dollars.

[Larry Landauer] 17:36:57

We also have 389 service coordinators. 75% of whom are bilingual.

[Larry Landauer] 17:37:05

Just a little note back in 2,013 we had 53% of our service coordinators that were bilingual.

[Larry Landauer] 17:37:12

And last year we hit the peak of our height of 78% were. Bilingual. We have the states been allowing us to hire a lot more.

[Larry Landauer] 17:37:24

So with that. Large amount of hiring we have picked up. Still a lot of bilingual but more English.

[Larry Landauer] 17:37:33

So you'll see we drop by 3% but still pretty impressive. 75% of the service coordinators here are bilingual.

[Larry Landauer] 17:37:44

Our COC represents the diverse population of Orange County before looking at the ethnicity. Makeup of the people we serve and our staff here is the information about the ethnic makeup of the entire OC.

[Larry Landauer] 17:37:59

So this is from the 2020 census. You can see, about almost 40% white.

[Larry Landauer] 17:38:07

34% Hispanic. And 20 almost 22% Asian. Also note, cause we will talk about this going forward.

[Larry Landauer] 17:38:17

For the census there was only about 1% of other the 1% of other.

[Larry Landauer] 17:38:28

And then the ethnicity of the people we serve.

[Larry Landauer] 17:38:33

Compared to the overall. Orange County population. If we look at the Asian, you see that our COC is 19.0 6.

[Larry Landauer] 17:38:42

And the OC. Was 21.7% so little bit lower but very close. On Hispanic, you can see we're at 37.4 8%.

[Larry Landauer] 17:38:55

And the OC was 34%. So a little higher on the. Our population of serving Hispanic than the OC population.

[Larry Landauer] 17:39:06

And in the white area, 31.5 2%. And the overall in Orange County was 39%.

[Larry Landauer] 17:39:16

So that's considerably lower.

[Larry Landauer] 17:39:18

And then I mentioned before, it was only 1%. Of other, but you see here and OC.

[Larry Landauer] 17:39:27

Regional center. It was 8.3 3%. Listed as other or unknown. Which is much larger than the 1%.

[Larry Landauer] 17:39:37

And a reminder when This this information is not required by the state. It is an option for families to select when they come through the intake process.

[Larry Landauer] 17:39:49

So some people came through the intake process many many many many many years ago. And some recently so that's one of the explanations of why.

[Larry Landauer] 17:39:59

Maybe somebody did not choose or it was confusing at times where you have multi ethnicity Which one do I select or I just put other?

[Larry Landauer] 17:40:09

So just to note that. There's 8, 8.3 and only 1%. For the OC.

[Larry Landauer] 17:40:20

And then our ethnicity of our service coordinators, we talked about the being bilingual.

[Larry Landauer] 17:40:26

But here's the ethnicity of of the 389 service coordinators.

[Larry Landauer] 17:40:30

We are proud of our diversity. You can see about 23% Asian. Almost 60%, 59% Hispanic.

[Larry Landauer] 17:40:41

About 14% white. And then some small, others. So that's the ethnicity of the service coordinators.

[Larry Landauer] 17:40:56

Our COC is guiding principles that kind of apply to all this, our CFC board of directors has said a got.

[Larry Landauer] 17:41:02

Set of guiding principles that communicate their values to the community. Family support services are flexible and innovative.

[Larry Landauer] 17:41:11

In meeting the family's needs as they evolve over time. Are tailored to the needs of the individual family and are consistent with the cultural norms and customs.

[Larry Landauer] 17:41:21

So that's one of our guiding principles as well.

[Larry Landauer] 17:41:24

Services and supports are sensitive to the diverse religious, cultural, language, and socio-economic and ethnic characteristics of their community.

[Larry Landauer] 17:41:36

Our CEO says our COC is committed to meeting the needs of those it serves. Regardless of age, ethnicity.

[Larry Landauer] 17:41:43

Grace, language, and diagnosis. I forgot them mentioned at the beginning. We're gonna go through these pretty quick and then we have a lot of time for the input.

[Larry Landauer] 17:41:53

We also have been receiving input if you think of something in the next week or so, you can email us input as well.

[Larry Landauer] 17:42:00

So there's gonna be plenty of time, but Since there's so much to cover I don't wanna be answering something or looking at something before you get some of the information ahead.

[Larry Landauer] 17:42:11

So we're we are going at a pretty good clip here.

[Larry Landauer] 17:42:16

Rcoc follows the Landerman Act. Which designates the individual program plan process as the method to guide.

[Larry Landauer] 17:42:24

Person centered planning and development of individualized services.

[Larry Landauer] 17:42:31

Serving our diverse community. Now we're getting into a lot of these areas are things from these meetings many years past.

[Larry Landauer] 17:42:40

And some as recent as last year. So you're gonna see some of you I have met with my group team has met with We are our family resource center has done a lot of work with a lot of the support group.

[Larry Landauer] 17:42:53

So you're going to see. A lot of these groups that are from previous years and how did we incorporate some things that how do we gather more information not just tonight but during the course of the year.

[Larry Landauer] 17:43:05

As well. So you can see here. Caitlin Trong, our cultural specialist.

[Larry Landauer] 17:43:14

Kathleen Mcfarland in the Family Resource Center, they just do it.

[Larry Landauer] 17:43:18

An amazing job with so many different. Groups here you can see. This past year, 2,080 families have been involved in the family mentor programs.

[Larry Landauer] 17:43:32

There's many many parent support groups that there they assist with

[Larry Landauer] 17:43:38

Developmental screenings. Just this past year you can see about 14% were white, 20% Asian.

[Larry Landauer] 17:43:48

And about 58% Hispanic. Lots of developmental screens why that is real important to make sure we're not missing kids so that these are screening setup all around Orange County and the community.

[Larry Landauer] 17:44:02

Where families can come through and have their child. Evaluated and then we can get them in for an intake process.

[Larry Landauer] 17:44:16

More on serving our diverse community. Service coordinators are trained in person centered thinking and planning over 21,000 person centered individual program plans.

[Larry Landauer] 17:44:25

Have been implemented. Or that's about 98. Percent of all of our individual program plans are in the person centered format.

[Larry Landauer] 17:44:37

We've created a new position for. Spanish speaking education actually over 2 years now. A specialist who helps parents work with their school districts.

[Larry Landauer] 17:44:47

This is really, this is Alma, Jocelyn Escobar. She said many consultations with SCs and families and even attends some IDPs.

[Larry Landauer] 17:44:58

When needed. So it's been a really helpful position. Helping a lot of families.

[Larry Landauer] 17:45:05

That was something that was brought up through these. These disparity. Meetings.

[Larry Landauer] 17:45:14

The one to 40 case load is something the state came up with and funded 5 positions here so we could have 200.

[Larry Landauer] 17:45:23

Individuals on the special case loads. So this program provides a customized approach and extra education to families that have no to minimal services.

[Larry Landauer] 17:45:33

So this is families that. Do not, well, they might have. Let them have less than \$2,000 and purchase service.

[Larry Landauer] 17:45:41

So no services or less than 2,000. So there's a lot of we take the 200 and then as somebody.

[Larry Landauer] 17:45:50

Kind of graduates off there another one comes in. But this program's been a very successful too.

[Larry Landauer] 17:46:01

We've, did a lot of simplification and translation of many. Documents and that continues to as we speak.

[Larry Landauer] 17:46:14

Provision for of interpreting services and updated equipment. So we've. We've been, made our equipment, invested in better equipment for.

[Larry Landauer] 17:46:25

Meetings in person. We are now we're adding on Korean interpretation going forward to everything of all of our events.

[Larry Landauer] 17:46:37

We're going to start putting out our dialogue in Korean as well. So. Vietnamese, Spanish, Korean, and English.

[Larry Landauer] 17:46:50

More on serving our diverse community, collaboration with outside agencies. The parent support group leaders. Semi-annual meetings conducted with all parent support leaders in Orange County to connect.

[Larry Landauer] 17:47:03

And resource sharing. Our social services agency. Ongoing participation in training of new staff conducted by with the county lays on.

[Larry Landauer] 17:47:16

And our comfort connection family resource center. Numerous visits to the comfort connection by those social services units focused upon.

[Larry Landauer] 17:47:26

Young children. We the mental health services, we participate in early childhood mental health collaborative. Community based organizations last few years a lot of grants have gone to these these programs awarded service access and equity grants.

[Larry Landauer] 17:47:45

Family Support Network, they focus on developmental screenings, to 5. And then there's the boat people SOS Center for Community Advancement.

[Larry Landauer] 17:47:57

Serving the Vietnamese community. The Vietnamese parents with disabled children association. Serving the Vietnamese community being built together.

[Larry Landauer] 17:48:09

Dvt serving the Korean community. Seesaw communities serving the Korean community the Chinese Parents Association for the disabled CPAD serving the Chinese community.

[Larry Landauer] 17:48:23

Center for Autism and Nerve Developmental Disorders, UCI Irvine. Serving Spanish and African-american communities.

[Larry Landauer] 17:48:31

And comfort connection FRC has routine contact with all these organizations.

[Larry Landauer] 17:48:38

Staff attended various community collaborative meetings. Detect connect Orange County Child Care and Development.

[Larry Landauer] 17:48:46

Finding council, Garden Grove Community Collaborative Meeting, Professional Network exchanges.

[Larry Landauer] 17:48:52

Anaheim, Human Services. And all this to increase the awareness of the regional center services and systems.

[Larry Landauer] 17:49:00

Really applying to this helping with the disparity.

[Larry Landauer] 17:49:08

On the community outreach and community resource fairs have, we've had many informational booths at many community resource fairs throughout the county.

[Larry Landauer] 17:49:17

To share information and resources. Faith-based organizations collaborate with the Knights of Columbus, local education agencies, our COC.

[Larry Landauer] 17:49:27

Leadership met with the management of the CeIPUS special education. Local plan areas throughout Orange County.

[Larry Landauer] 17:49:35

Information sharing via email. In language of the family.

[Larry Landauer] 17:49:43

In fact, yeah, so and then we have weekly radio talk shows in Vietnamese. Language to share information on developmental milestones and bringing awareness about regional center services to the Vietnamese listeners of Orange County.

[Larry Landauer] 17:49:58

So the getting information out, we, I think everybody here, you're here because you got one of those blasts.

[Larry Landauer] 17:50:08

Over 1.6 million. Noticeifications total. Of that, 94 were in Farsi.

[Larry Landauer] 17:50:17

5,152 in Korean. Well, 183,378 in Spanish.

[Larry Landauer] 17:50:24

40,006 in Vietnamese, 958 in Chinese. And 27 in Japanese. So really getting things out in multiple languages.

[Larry Landauer] 17:50:41

More on community outreach. We are. In working with.

[Larry Landauer] 17:50:46

A Latino group that we've been working with. There was a community survey conducted by Thompson Policy Leadership, the leadership form through the policy, Thompson Policy Institute.

[Larry Landauer] 17:50:57

We streamlined the process for approval of social recreational services.

[Larry Landauer] 17:51:03

We streamlined the process for approval of respite services up to 24 h per month. The SC can take care of.

[Larry Landauer] 17:51:12

Comprehensive service listings for children at lessons and adults in 10 languages. We redesigned our website. This last fall, 2023.

[Larry Landauer] 17:51:26

We've created community navigator positions. Informational workshops for Spanish speaking families. That was just a couple of days ago, you know, successful and individual program plan satisfactory satisfaction survey.

[Larry Landauer] 17:51:43

Will be launched hopefully in the next month or so.

[Larry Landauer] 17:51:51

So understanding expenditure data. Or putting it into context. It represents expenditures for, as I said, from July one.

[Larry Landauer] 17:52:00

Of 2022 through June thirtieth of 2023.

[Larry Landauer] 17:52:06

So things that happened in the last. 9 months are not included in this.

[Larry Landauer] 17:52:16

It's based on what regional centers paid for services provided the person served during that time period.

[Larry Landauer] 17:52:24

Person served count the total total numbers are greater than the current actual case load because persons served included in data if they receive services at any time during the fiscal year.

[Larry Landauer] 17:52:38

So it's look, this is looks at expenditures, not necessarily the individuals. So there could be multiple expenditures per individual, of course.

[Larry Landauer] 17:52:50

And then similarly, there's multiple diagnoses of the many persons we serve have more than one diagnosis.

[Larry Landauer] 17:52:58

Some our counted in more than one category. For example, a diagnosis of autism. And epilepsy.

[Larry Landauer] 17:53:06

They would be counted in both those cat categories.

[Larry Landauer] 17:53:12

More on understanding the data the needs of individual individuals we serve are different the Landerman Act was a, civil rights act that really was developed in the interest of the civil rights of people with the developmental disabilities.

[Larry Landauer] 17:53:32

Unique to nothing like it in the country basically. Of a civil rights act. It's explicitly for developmental disability.

[Larry Landauer] 17:53:44

You was way out of its time.

[Larry Landauer] 17:53:48

Some, services are more expensive than others. We've talked about that each year. 2 houses this person could have kinda down syndrome and has a basic respite worker.

[Larry Landauer] 17:54:04

This one over here may have autism and lot of behaviors and the regular respite worker doesn't work so you have to have a behavioral respite person or possibly 2 behavioral people.

[Larry Landauer] 17:54:17

Or maybe you're a registered behavioral technician. This one could be \$20 an hour. This one could be \$38 an hour.

[Larry Landauer] 17:54:26

We have equity in the service, but not in the money.

[Larry Landauer] 17:54:35

More on understanding the expenditure data do not answer questions about why differences exist. That has. It does not answer that question.

[Larry Landauer] 17:54:46

Differences in expenditures do not tell us whether individual needs are being met.

[Larry Landauer] 17:54:54

Expenditures based on age of person served. We're going to show. Distinct differences that occur especially when individuals.

[Larry Landauer] 17:55:06

We serve become adults.

[Larry Landauer] 17:55:10

For individuals ages 3 through 21 the school age the school district is a primary funding source. I believe it's over \$40,000 is what a person in the special education is.

[Larry Landauer] 17:55:23

And then our services would be on top of that. But. 30 ha week or so is taken care of by the school system.

[Larry Landauer] 17:55:32

That's a big difference.

[Larry Landauer] 17:55:37

So now we're gonna look a little more at the. Understanding this data even more. Our COC spends more for individuals over the age of 22 for services.

[Larry Landauer] 17:55:48

And that just because it the school is no longer involved and that was almost 30 HA week of program.

[Larry Landauer] 17:55:56

A lot of times residential care comes into play and With date programs comes a lot of times transportation. Those are our 3 largest categories.

[Larry Landauer] 17:56:06

Of funding is day program residential. And transportation. So you can see here all of the money of our CLC and this is DDS data.

[Larry Landauer] 17:56:17

Under 3 was about 30 almost 32,000,031.7 million dollars. Then school age, you can see it was about 54.6 million dollars.

[Larry Landauer] 17:56:29

And then over 22435.6 million. Out of the 522.

[Larry Landauer] 17:56:36

So, significantly more for adults or over 22. Years of age. We're gonna drill into that as we go here.

[Larry Landauer] 17:56:51

So here, the previous slide, talked about the money. May want to go back. We may want to go back to that one.

[Larry Landauer] 17:56:59

As time passes, numbers are increasing for Asian and Hispanic. Because you can see for 22 year over 22 years of age we saw that was the big the most expensive category in our system.

[Larry Landauer] 17:57:15

Almost half, 45% white. And about 28% Hispanic and about 15% Asian.

[Larry Landauer] 17:57:25

For children so that school age kids you can see right now. It's only 20% white. And about 20% Asian.

[Larry Landauer] 17:57:34

So it's growing and then 39% so 11% more than. Then the 22.

[Larry Landauer] 17:57:44

Or the school age. So a lot more. In in the lower cost area. And then over the 22.

[Larry Landauer] 17:57:56

So we're gonna look at that this a little more. This table shows the average authorized expenditure for services overall.

[Larry Landauer] 17:58:04

By ethnicity and age group. As you can see, the average cost of services in early start birth to the third birthday is about 9,570.

[Larry Landauer] 17:58:18

\$9,575 on the early start. For those ages 3 through their 20 s birthday school age the cost is 8,915 this is the overall average

[Larry Landauer] 17:58:33

And the costs go up significantly for adults with an average. 53,896.

[Larry Landauer] 17:58:42

So when we look at just. The services. In this category average cost of services.

[Larry Landauer] 17:58:51

So early start very as we we see overall costs. Across all ranges. The trends are the same here in that expenditures is higher for whites than Asians and Hispanics.

[Larry Landauer] 17:59:10

The only exception is higher expenditure in early start. Or Asian. So you see. Asian was 11,400 white 78 Hispanic 93 So, and the average was 89.

[Larry Landauer] 17:59:26

95 sorry about that early start and then when we come to the school age You can see about 79 little low here below the average.

[Larry Landauer] 17:59:36

And then Hispanic even lower. In that category and then the over

[Larry Landauer] 17:59:44

Over, the adults, 22, you can see the average cost. 68,000, almost 79,000.

[Larry Landauer] 17:59:52

Versus 36,000 versus 44,000 more to come on this though. Why individuals are older.

[Larry Landauer] 18:00:05

We saw that a couple of slides back. Compared to Hispanics and Asians and the largest group living outside of the home.

[Larry Landauer] 18:00:12

We'll see that in coming and coming slide. Hispanic individuals are younger compared to Asians and whites.

[Larry Landauer] 18:00:20

And the largest school age group.

[Larry Landauer] 18:00:24

Services for adults over 2222 and over are more numerous and typically cost more. Then school age services.

[Larry Landauer] 18:00:39

Differences and expenditures exist across ethnicities regardless of whether a loved one is school age or.

[Larry Landauer] 18:00:46

Or an adult. So there is still, we can see. There are still differences but not as pronounced.

[Larry Landauer] 18:00:54

So more on understanding the data expenditures based on where persons served live.

[Larry Landauer] 18:01:02

So this one, you can see. 85%. One of the things we know is that The reason costs are higher for adults is that.

[Larry Landauer] 18:01:12

More of them live outside of their family home, which is more costly. So here you can see, 85% of the individuals.

[Larry Landauer] 18:01:20

This Pac-man here, the 85% live at home with their families.

[Larry Landauer] 18:01:27

But only 39% of the money. So this big group, almost all of the people we serve, 85%.

[Larry Landauer] 18:01:36

Only get 39% of the money.

[Larry Landauer] 18:01:40

Okay, that's where the expenditures go. Or on the other hand we look at

[Larry Landauer] 18:01:47

43% of are people we serve in licensed facilities.

[Larry Landauer] 18:01:54

So, 43% of our.

[Larry Landauer] 18:02:00

Money goes to this category of license. And only 10% of people we serve. In that. So 10% of the people.

[Larry Landauer] 18:02:10

Are getting about 43% of the expenditures 224 million. And then the other area here you see.

[Larry Landauer] 18:02:21

Independent living in their own apartment basically or their own use this is almost all their own apartment independent living or supported living.

[Larry Landauer] 18:02:29

5% of our folks live in this situation or 1,466 individuals. And that makes up 18% of the money or 90 almost 96 million dollars.

[Larry Landauer] 18:02:41

So you see the 5% of the individuals living in their own apartment require. 18% of all the money.

[Larry Landauer] 18:02:50

So this graph was really helpful to understand. living outside of the family home is very expensive.

[Larry Landauer] 18:02:59

And I mean, I, the latest rates that just got updated January one. A level 2 staff operated home.

[Larry Landauer] 18:03:07

That's kind of our lowest group home. We don't have many going into those homes, by the way.

[Larry Landauer] 18:03:13

Is \$6,055 and 70 cents. And then are kind of the highest of the CCF.

[Larry Landauer] 18:03:21

The level 4 I is now \$11,996 and 70 cents per month. These are per month.

[Larry Landauer] 18:03:30

And if it's a 5 bed group home. They lose a thousand dollars because they all ties into the Home and community based waiver and having smaller living settings.

[Larry Landauer] 18:03:40

But if it happened to be a 5 bed, they're going to be docked a thousand dollars per person.

[Larry Landauer] 18:03:45

The each person there is \$10,996 and 70 cents.

[Larry Landauer] 18:03:52

So similarly, 18% of the expenditures are So we've talked about the the support of living in independent living.

[Larry Landauer] 18:04:02

So again, this gives you some insight. And to why costs are so much higher for adults, especially those living outside of the family home.

[Larry Landauer] 18:04:14

This is even more significant reason for disparate magnitude, the magnitude of our disparity. So here you can see only 7% of Asians have moved out of the family home.

[Larry Landauer] 18:04:27

Only 8%. Hispanics have moved out of the family home. The lowest of all of our ethnicities are Asian and Hispanic.

[Larry Landauer] 18:04:37

And the highest is is white. 33%. I've moved out of the family home. So this is who's living outside of.

[Larry Landauer] 18:04:48

The family hall.

[Larry Landauer] 18:04:52

As I said, 85% of individuals we serve live at home with their families. Let's take even closer look.

[Larry Landauer] 18:04:58

You see the 7% 8%.

[Larry Landauer] 18:05:03

You can see from the data that. There is a higher percentage. Of individuals living at home with our families.

[Larry Landauer] 18:05:10

Of Asians and Hispanic background. They they stay home and we know there's some cultural things to that as well.

[Larry Landauer] 18:05:19

This can be tied. So, there's more on this as we go here.

[Larry Landauer] 18:05:25

Sorry. Good. So this is the second year the POS information this information is included in the average cost of services by living arrangement.

[Larry Landauer] 18:05:37

This helps provide more context. Going back to the earlier slide. 93% of Asian. And 92% of Hispanics.

[Larry Landauer] 18:05:47

Live at home just through kind of the reverse. Living at home. The other was living outside of the home.

[Larry Landauer] 18:05:54

So, 93% of Asian and 92% of Hispanics. I live at home with their family.

[Larry Landauer] 18:06:00

Well, 67% of white individuals I live at home with their families. The fact that a higher percentage of individuals who are white live out of the family home drives up overall costs.

[Larry Landauer] 18:06:13

Or that population. In other words, the total expenditures are more for whites because more whites are live away from the family home.

[Larry Landauer] 18:06:28

This chart really makes it easier to see what we. Been talking about expenditures for individuals living away from the home.

[Larry Landauer] 18:06:35

Are significantly higher than those living. Regardless of ethnicity. So here, if you live outside of the home, the average is 98,000, almost 99,000.

[Larry Landauer] 18:06:49

And living at home is 14,163. So then. It's a little closer.

[Larry Landauer] 18:06:57

We, still a little bit higher, but you can see the cost of living at home is much more closer than some of the other ways the data was run.

[Larry Landauer] 18:07:07

And then the average. For living outside of the home. White is almost exactly the same. Hispanic a little low.

[Larry Landauer] 18:07:20

And Asian. Quite a bit higher. And again, what happens when you have to go to a facility or a license facility?

[Larry Landauer] 18:07:31

It's all based on level of care. So, depending on, How many behaviors are not, the level of behaviors is gonna drive that cost.

[Larry Landauer] 18:07:41

It really, that's why these are never going to be exactly the same.

[Larry Landauer] 18:07:52

So in years past somebody said, well, we should all get this then. If I'm going to.

[Larry Landauer] 18:07:58

Do the same thing that a group home would do and keep that there. I would just say that if.

[Larry Landauer] 18:08:04

There's about 430,000 people in our system. Across the state. If everybody got \$98,000 that that would be 30 39.6 billion.

[Larry Landauer] 18:08:15

Our system operates the regional centers operate on just about 10 billion dollars in services. So we the legislature the state would have to find another 29 billion dollars if.

[Larry Landauer] 18:08:30

People were ever to say I should get this amount basically. Just, just to put it in perspective.

[Larry Landauer] 18:08:39

So what we've learned so far, whether a loved one lives at home with their family or away from home may vary depending on the family's customs, cultures.

[Larry Landauer] 18:08:49

Living away from the home is more costly than living with family.

[Larry Landauer] 18:08:55

White individuals are older compared to Hispanics and Asians and the largest group living outside of the home.

[Larry Landauer] 18:09:03

Differences and expenditures exist across ethnicities regardless of whether a loved one lives at home.

[Larry Landauer] 18:09:09

Or away from home. So now, on the last leg here, overall expenditure data.

[Larry Landauer] 18:09:19

So here this table shows the average authorized expenditure for services overall by ethnicity. In our early start area, the birth to 2.

[Larry Landauer] 18:09:28

Through to. As you can see the overall average cost of services for everyone served by our COC. Is \$9,575.

[Larry Landauer] 18:09:41

Right here. And white is lower than Asian and Hispanic at 78. 37 Hispanic is 93 86.

[Larry Landauer] 18:09:52

Little bit lower than the average. And Asian was 11,481 so pretty a fair amount more than on the early start just, or the early start perspective there.

[Larry Landauer] 18:10:05

But what we do like to see is progress over the years basically. We've seen, progress.

[Larry Landauer] 18:10:14

Even in the overall.

[Larry Landauer] 18:10:21

This table shows the average authorized expenditure for services overall. By ethnicity school age.

[Larry Landauer] 18:10:29

So the 3 to 22. So now we're just focusing on that school age. As you can see the overall average cost of services for everyone served by our COC is 89 15 \$8,915.

[Larry Landauer] 18:10:43

We too notice. Differences among the expenditures in this age group. We have looked into this further and explored potential reasons for why there are these differences.

[Larry Landauer] 18:10:55

One of the causes appears to be the purchase of service of some of the more costly services, crisis services.

[Larry Landauer] 18:11:03

If somebody is, have the police neighbors from the are being called from by the neighbors. I'm going to put a crisis team out there sometimes 2 on one.

[Larry Landauer] 18:11:14

Sometimes, days on end, weeks on end, months on end. Even, we've had some, for a couple of years.

[Larry Landauer] 18:11:23

Of trying to maintain where somebody's breaking windows breaking everything. So that. Individual is going to cost.

[Larry Landauer] 18:11:37

Close to \$580,000 or so basically with a 2 on 1 24 HA day 7 days a week.

[Larry Landauer] 18:11:46

Just as an example.

[Larry Landauer] 18:11:54

That being said, we continue to explore reasons why the expenditures because again, This all the work we've been doing in this area and it's barely a little better than last year.

[Larry Landauer] 18:12:07

And. 2,400 less than the average. Asian, very close, but still a thousand lower.

[Larry Landauer] 18:12:18

So we continue to really drill in and, and look in, in these areas. But for sure one of the areas that we do notice is placements again sometimes the children are in placement.

[Larry Landauer] 18:12:33

I'm not many and then the crisis services were something that we had. Noted, but it doesn't make this kind of average basically.

[Larry Landauer] 18:12:42

Okay.

[Larry Landauer] 18:12:44

This table shows the average authorized expenditure for services. Overall by ethnicity over 22.

[Larry Landauer] 18:12:52

So this the adult area. As you can see, the overall average cost of services for everyone served by our CS is 53,000.

[Larry Landauer] 18:12:59

\$896.

[Larry Landauer] 18:13:03

Rights have traditionally then higher because more live in license facilities than Asian and Hispanic as you've heard the theme for some time here.

[Larry Landauer] 18:13:15

As but here you can see the average 53 a little bit tighter but the good once again the good thing is a lot of good progress it's it's it's increasing

[Larry Landauer] 18:13:27

Again, stands out here. So we have, and we're spending a lot of time.

[Larry Landauer] 18:13:33

Working with our Hispanic community. To to see. How we can do more and try to apply more.

[Larry Landauer] 18:13:40

The other thing that I have to note that applies here. Why this is much higher. Is, it's been a few years now.

[Larry Landauer] 18:13:49

6, 6 years since Care View closed. Fairview, we had to bring nearly 90 individuals towards the end out.

[Larry Landauer] 18:13:59

Into very expensive homes, what's called adult residential facilities for special health care needs.

[Larry Landauer] 18:14:06

And then some significant behavioral arms. On average, those individuals' coming out. Those facilities, state facilities.

[Larry Landauer] 18:14:16
Cost \$30,390 and 26 cents per month. That's \$316,399 per year.

[Larry Landauer] 18:14:26
Per individual. And I believe, 88% of them were white. So another another area that there that is a lot compared to anything else we would be all the little things we're doing.

[Larry Landauer] 18:14:38
So more social wreck more personal assistance some of these. Costs on some of the these ones out of fear view and some of the extreme behavioral ones.

[Larry Landauer] 18:14:49
It's, the magnitude is, is huge.

[Larry Landauer] 18:14:56
This table shows the average authorized expenditure. Or services overall. By ethnicity. Across all age groups.

[Larry Landauer] 18:15:05
As you can see the overall average cost of services for everyone served by our COC is 26,000.

[Larry Landauer] 18:15:11
Again, this is a an area that needs more drilling into to understand. But this the pattern.

[Larry Landauer] 18:15:21
The pattern continues that we've seen in in all the age groups basically. Hispanic being considerably lower than in every in each category.

[Larry Landauer] 18:15:36
Another important thing we've looked at is the percentage of individuals served by our CLC who do not have a purchase of service expenditure.

[Larry Landauer] 18:15:44
In other words, these are individuals we serve who only receive service coordination. But do not have another our COC funded service in place.

[Larry Landauer] 18:15:54
So only service coordination. To understand if there were any differences. Here based on ethnicity this chart shows us the percentage of individuals receiving service coordination only.

[Larry Landauer] 18:16:09
Based on their primary language, they speak. As you can see, 27% of the people served by our COC receive only service coordination.

[Larry Landauer] 18:16:18
That's the average.

[Larry Landauer] 18:16:20
That percentage is much higher. For our Spanish and Vietnamese speaking populations. Again, this is another area we are trying to learn more about to see why these differences exist why somebody would not accept services basically.

[Larry Landauer] 18:16:37

I talked earlier. We get to spend a lot of time on 200 at a time basically And we've made some progress, but there's a lot more.

[Larry Landauer] 18:16:47

To go here. And interestingly, is all the work that we're doing, this has grown every year for the most part.

[Larry Landauer] 18:16:56

A little bit of a drop for Spanish. And Vietnamese this past year, but everything else basically. Continue to increase.

[Larry Landauer] 18:17:10

Here we have, we can see when we start zeroing in on what, is it? A service look like so Here the average amount paid per individual receiving respite services.

[Larry Landauer] 18:17:21

So we're seeing some progress here. We see it's the. The range is 6,300 to 8,000 range.

[Larry Landauer] 18:17:28

With the average of 75 35. Hispanic slightly higher than the average so and clearly what we're doing with respite is helping.

[Larry Landauer] 18:17:40

But that's one service code area. So good that it's above the average. And very similar to

[Larry Landauer] 18:17:51

White and the average basically. So that's the rest category. And then the other one, this is a, we, This is have been helpful to the Hispanic community.

[Larry Landauer] 18:18:06

The participant directed services, Asian and Hispanic above the average here. You can see. So the average of 91 16.

[Larry Landauer] 18:18:15

Hispanic was just a little bit above but above. And then Asian, a little bit above, White is lower there by a couple 1,000.

[Larry Landauer] 18:18:27

For for change.

[Larry Landauer] 18:18:32

And then the average amount paid per individual receiving day program. Again, this is the category kind kind of like residential.

[Larry Landauer] 18:18:40

There's some day programs that can meet somebody's needs at a one to 4. And there's some that might need a one to 3, one to 2, one to one, of course, a considerable more on those.

[Larry Landauer] 18:18:52

But even at that steady for years as we can see. Very steady. And. Asian.

[Larry Landauer] 18:19:00

Right in there, Hispanic right in there pretty much. White so That's what we kind of the goal.

[Larry Landauer] 18:19:10

Like we saw an early start. Day program we would love to see this more with. Every service, right?

[Larry Landauer] 18:19:21

Strong year over year progress with all ethnicities. And the lust with white here, good progress.

[Larry Landauer] 18:19:30

Theories on the average amount paid per individual receiving social recreation. So this is an area that really opened up in the last.

[Larry Landauer] 18:19:39

12 months, maybe 18 months. So here you can see the average of a thousand and it jumped from last year.

[Larry Landauer] 18:19:48

Nearly double and we completely understand that because we we're it's getting easier to give that the direct deal.

[Larry Landauer] 18:19:57

There's a new directive that came out that. Make it even easier to get more social wreck.

[Larry Landauer] 18:20:02

So here you can see his panic. Nice jump from last year.

[Larry Landauer] 18:20:09

To 809 a little bit lower and then Asian, a nice increase and right about the average.

[Larry Landauer] 18:20:19

But still some, and we know we're going to talk about this because one of the suggestions.

[Larry Landauer] 18:20:24

That it was in already emailed to us and our Turtle. We'll talk about this is.

[Larry Landauer] 18:20:29

That upfront paying is the challenge. So we'll talk more about that.

[Larry Landauer] 18:20:36

What we've learned so far in individuals age and choice of residents may impact expenditures, it definitely impacts expenditures.

[Larry Landauer] 18:20:45

Differences and expenditures exist across ethnicities regardless of age and residence type.

[Larry Landauer] 18:20:52

The expenditure data do not tell us whether individuals needs are being met. Or whether individuals are satisfied with the services they receive.

[Larry Landauer] 18:21:01

Our COC is committed to meeting the needs of those it serves regardless of age, ethnicity, race, language.

[Larry Landauer] 18:21:08

And diagnosis.

[Larry Landauer] 18:21:11

Our COC follows the line, which designates the individual program plan process as the method to guide person centered planning and development of individualized services the method to guide person centered planning and development of individualized services.

[Larry Landauer] 18:21:24

Learning from our community how can we continue to enhance our practices to ensure we are meeting the needs of all individuals.

[Larry Landauer] 18:21:31

And families we serve.

[Larry Landauer] 18:21:34

So this is the that's the, presentation. And so at this point, we'd ask you to, raise your hand and, Give us input.

[Larry Landauer] 18:21:45

This is. A public meeting related to the purchase of service expenditures. So we really hope to gather some good information to send to Sacramento with this packet.

[Larry Landauer] 18:21:55

What happens is after this public meeting we pull all the comments that we've received earlier that we receive after and we receive tonight.

[Larry Landauer] 18:22:05

And then everything is packaged up and sent to DDS. So. Yeah, your your input will be heard.

[Larry Landauer] 18:22:16

So but I do ask please frame it in. How do we? Do better in our disparity or purchase of service expenditures given the data that you saw that the state put out that data.

[Larry Landauer] 18:22:26

And we've just now. Presented it to you. So that's the. That's how it's gonna go.

[Larry Landauer] 18:22:32

So. First off, looks like. Maria Barbosa.

[MARIA BARBOZA] 18:22:41

T.

[Larry Landauer] 18:22:46

Thank you.

[MARIA BARBOZA] 18:22:46

Hey, in El Caso Mio Personal, the airport cannot know precipitate. It's 2 inway, annuals, Paleander, Yeah, Galloptimano, Nolakovia.

[MARIA BARBOZA] 18:23:17

In The If they To become a metallo and low shivi American side, UCLA in in Resina, Yisha, Puru, UP, NNNN, KENNEDY and the And those are Hey, Porcelain, Thenical, the premier of T.

[MARIA BARBOZA] 18:24:15

Andrea Leda, it's a So, The at the Nosoloiso, Notin and, and, and, and, and, and, and, and, and, and, And does a KREY, you know, so, cannot take it on the Not a 7, no, 7, located, located, the principal.

[MARIA BARBOZA] 18:25:08

Yes, P. To It's a a, a, The Guitar Mapor Lidium, Okay, Sakamo Vintaka, It's Al-contra.

[MARIA BARBOZA] 18:25:48

You're simple, Tatamas. If the E, one, EP, of, L, Yeah, It's He, Kelsey, Lasse, Uranans, and of the K It, Then, Ridicula.

[MARIA BARBOZA] 18:26:23

If they, But, in in Koto Monetario, in Koto, Mushione, Kilopara, in Hey, connect a participant.

[Larry Landauer] 18:26:54

Thank you, Maria. And for the input, that's very valuable because you're right.

[Larry Landauer] 18:27:00

If we don't do things earlier. You pay later basically, so. We talk about that all the time.

[Larry Landauer] 18:27:07

Of the importance of. Getting things earlier age. Don't neglect it when they're, you know, it's much easier when they're 8, 9, 10 years old and a hundred pounds.

[Larry Landauer] 18:27:18

It's not going to get any easier when they're 6 foot 2. And 220 pounds and really hurt somebody or get themselves in trouble with the law.

[Larry Landauer] 18:27:28

So, I work, we're going to capture that because it's absolutely. Getting assistance early on so that you don't have to go to placement later on.

[Larry Landauer] 18:27:40

And it can be a more. Calm or easier to live with the family long term. So thank you very much, Maria.

[Larry Landauer] 18:27:48

The next one. Mindy Kim.

[Larry Landauer] 18:27:54

You're on mute, Mindy.

[Larry Landauer] 18:28:07

Can you come off mute, Mindy?

[Mindy Kim] 18:28:12

Can you hear me now? Okay, thank you for allowing me to speak during this meeting today. Today I speak before you as an advocate and a mother deeply invested in disability rights.

[Larry Landauer] 18:28:13

Oh, there we go.

[Larry Landauer] 18:28:18

Thank you.

[Mindy Kim] 18:28:24

During my tenure as the grant director for various nonprofit organizations. Implementing DDS Service Access Equity Grants.

[Mindy Kim] 18:28:32

I have had the privilege and the challenge of working closely with many of the regional centres across California. This unique position has afforded me a comprehensive view of the disparities.

[Mindy Kim] 18:28:42

And inequalities that exist within our system. A system that's supposed to ensure that all of the visuals with disabilities have equal access to services and support they need.

[Mindy Kim] 18:28:52

During the past several years. I personally wouldn't miss the disparities in accessing POS through RCOC.

[Mindy Kim] 18:28:59

Our 13 year old daughter, a consumer of ourCOC started receiving standalone social and services in December of 2023.

[Mindy Kim] 18:29:07

When other consumers were accessing services as early as July of 2021. Which represents a 2 and a half year lag in service access.

[Mindy Kim] 18:29:15

While other RCs are proactively assisting consumers to transition into SDP. Many at our COC are experiencing difficulties in getting their unmet needs accepted.

[Mindy Kim] 18:29:26

Accessing purchase of service through our COC has been fraught with difficulties. Reflecting a system that is both complex and inequitable.

[Mindy Kim] 18:29:34

As we gather here today, united by our share of vision for a more inclusive and equitable world. We are submitting a petition signed by 341 supporters to urge our COC.

[Mindy Kim] 18:29:45

To reassess and amend its current POS policies to align with the principles of the Lantern Act.

[Mindy Kim] 18:29:50

And dismantle the barriers, preventing individuals with disabilities from accessing the support they deserve. I'm here to advocate for future or disparity and service access is a thing of the past.

[Mindy Kim] 18:30:01

And where every individual has to support they need to thrive. Succeed and live a life marked by joy and boundless potential.

[Mindy Kim] 18:30:08

Thank you for your time. And consideration today and I'd be more than happy to submit the, petition link.

[Mindy Kim] 18:30:14

To the email address that was provided.

[Larry Landauer] 18:30:16

Thank you very much. Please do submit it.

[Larry Landauer] 18:30:21

Chad.

[Chad Escallier] 18:30:29

Alright, good evening. My name is Chad. Can you hear me okay? Okay, great.

[Larry Landauer] 18:30:32

Yes, very good. Thank you.

[Chad Escallier] 18:30:35

And the clients rights advocate. Nice or regional center of Orange County client. I also work alongside, Maria.

[Chad Escallier] 18:30:43

Rojas and I wanted to, or the purpose of my comment is to highlight some of the disparities.

[Chad Escallier] 18:30:49

And the 2022 2023 purchase of service. This, purchase of service disparity report.

[Chad Escallier] 18:30:56

And also to provide ways to enhance. Our CC's practice to meet the needs of families and individuals they serve.

[Chad Escallier] 18:31:04

I think it was Mr. Lando what you mentioned. The, some of the data for age of 3 years to 21.

[Chad Escallier] 18:31:11

I had some time to review that disparity. Data or the stakeholder reports and That is one of the most concerning areas that I saw in looking at the data.

[Chad Escallier] 18:31:23

So just to repeat. For example, per person. Asian folks. the regional center paid 4,251 per person for Hispanic individuals it's 3,506 and then for white individuals it's 7,934.

[Chad Escallier] 18:31:43

So I know Mr. Lando or you had talked about whites being older and out of the home, but when we hone in on this and I understand you had mentioned there wasn't, you know, a clear explanation.

[Chad Escallier] 18:31:57

For this, you have, you guys have made a lot of efforts to. Find or have staff work with people who are Hispanic and Asian, you had mentioned that what was it, the no purchase service folks, some staff members having smaller case loads to help people get services.

[Chad Escallier] 18:32:19

But yeah, this is this is just an area where I was a bit perplexed because why If we're talking about, you know, ages 3 to 21, these are folks that are at home, presumably.

[Chad Escallier] 18:32:33

Again, there are exceptions, some people might be. In an institution, but largely there's just that huge gap.

[Chad Escallier] 18:32:39

So again, 3,506 for Hispanic per person, 7,000 for white. And then I think the other issue that I saw was it mentioned as much today, but utilization.

[Chad Escallier] 18:32:50

So again, just because a regional center authorizes services. It doesn't mean that, they're actually used.

[Chad Escallier] 18:33:00

So if we look over at, utilization for the same category ages 3 to 21. For white individuals, it's 12,000.

[Chad Escallier] 18:33:10

That's 61% utilization. For Hispanic, it's 6,500.

[Chad Escallier] 18:33:18

And 11, I'm sorry, that's awkward. So it's 53% utilized for Hispanic, Asian, it's 53.8%.

[Chad Escallier] 18:33:27

So again, maybe there can be some work to get the utilization up because again, we're having families get services, but or they're being authorized.

[Chad Escallier] 18:33:37

There's contracts that purchase services. Authorized, but then for whatever reason there's, there isn't the follow through.

[Chad Escallier] 18:33:45

And again, so that was an area. That, stood out to me because again, restored.

[Chad Escallier] 18:33:50

Behavioral respite. Social recreational services why is it more for one demographic than the other of course each person has individual needs but it that trend just seems to start for me.

[Chad Escallier] 18:34:04

And again, I, I, I do have some recommendations, shortly. In terms of services by language, I also noticed again and Mr. Orlando, where you pointed this out.

[Chad Escallier] 18:34:15

For folks who speak English they're getting you know, per person about \$21,000. Whereas for Spanish it's less than half that 9,000 so if you're Spanish speaking only or monoling with Spanish speaking you're getting 9,000 per person on average.

[Chad Escallier] 18:34:36

For Vietnamese, if that's your, primary language, you're also getting 9,000.

[Chad Escallier] 18:34:43

As per capita expenditures. And then, before I get into the recommendations, I think again, the other really kind of alarming data for all regional centers.

[Chad Escallier] 18:34:55

It's just the wire. Folks who went through all the hoops to get eligibility for regional center then not getting anything other than service coordination.

[Chad Escallier] 18:35:05

We see, so for example, consumers with no purchases service by ethnicity and race.

[Chad Escallier] 18:35:13

It looks like for white. 6,000. Or excuse me, rather, 1,754 receiving no purchase of service.

[Chad Escallier] 18:35:23

Hispanic, it's 3,000. And for Asian it's 1,355.

[Chad Escallier] 18:35:29

So about a third of the Hispanics are not. Who got, you know, jumped through the Hoops.

[Chad Escallier] 18:35:35

That was really are not getting services. And almost a third for Asian population. So that of course is there with the monolingual Spanish and Vietnamese.

[Chad Escallier] 18:35:47

So again, 34% if you speak Spanish. About 34% of those individuals. Have no purchase of service, 33% for Vietnamese, and for English.

[Chad Escallier] 18:36:01

It's 25%. So in terms of recommendations, I think One thing I've noticed as the clients rights advocate going to meetings going to IPP means talking to staff talking to clients or person serve at the regional center.

[Chad Escallier] 18:36:16

I don't think folks are being told about some of the services that are in existence and out there.

[Chad Escallier] 18:36:23

So Maria's comment really run through with what I've been seeing that. These services aren't necessarily disclosed, so families don't know what to ask for.

[Chad Escallier] 18:36:36

So my recommendation would be when there's the annual IPP, I think it could be really helpful for the service coordinator when they're going through each category.

[Chad Escallier] 18:36:45

So you know how there's the health data. Day activities, those types of things. To then maybe suggest a service or 2.

[Chad Escallier] 18:36:53

Or to just mention that this is a service. That sometimes has provided for some individual served. Obviously in your case.

[Chad Escallier] 18:37:01

You know, we have to look at the individual, but I think just giving that information like respite personal assistant day programs can be really big I think another recommendation I have is to improve utilization again people that means that people, we're authorized services, but they're not actually getting them because, you know, maybe the, there's a staff shortage, maybe the agency isn't available.

[Chad Escallier] 18:37:28

But I think it would be really helpful if the service coordinators could inform the people the person served.

[Chad Escallier] 18:37:36

Which vendors they contacted and provide periodic updates. Sometimes there is a contract, a participant service and the service is in the IPP, but again, like I said, the person isn't actually receiving it.

[Chad Escallier] 18:37:48

So. I think that would just help. With transparency, help with the family help with the frustration if they're told, okay, we contacted this agency about Rustite.

[Chad Escallier] 18:37:58

Unfortunately, they don't have staff. But, we're, we sent out a referral packet to this other, these 2 other agencies.

[Chad Escallier] 18:38:06

We'll get back to you by the end of next week. I think can really help. Keep families in the loop and hopefully shorten that utilization percentage or reduce it.

[Chad Escallier] 18:38:18

The other thing there was a comment about purchase of service guidelines. I think again, I have spent some time reviewing those or a lot of time.

[Chad Escallier] 18:38:26

I think it would be helpful for service coordinators to at least touch on the ones that apply to the person.

[Chad Escallier] 18:38:35

So if we're hearing about personal assistance. Our families bringing that up. It would be helpful if the service coordinator could say, okay, here's what needs to be met.

[Chad Escallier] 18:38:44

Here's why it makes sense to authorize these hours. Here's why it doesn't.

[Chad Escallier] 18:38:49

However, there could be exceptions made. I think that transparency can be helpful because sometimes parents just hear, you know, no you can't have.

[Chad Escallier] 18:38:57

The services. But if folks know, well, you need to meet these 3 pieces. And you don't meet one of them, that can be helpful information or Now that you told me there's these 3 I I didn't think it was.

[Chad Escallier] 18:39:15

Relevant to bring up these top these facts, but I'll bring up these facts because Now I know what the regional center is looking for to fund it.

[Chad Escallier] 18:39:25

The last thing I would say is, or one of the last things is We saw that for Vietnamese individuals, the no purchase of service.

[Chad Escallier] 18:39:36

Percentage is around or folks who primarily speak Vietnamese. It's around a third I think having a similar model to what Hispanic individuals had, which was the one to 40 case load.

[Chad Escallier] 18:39:50

For about 200 Vietnamese individuals with no low services. I think that could potentially go a long way.

[Chad Escallier] 18:39:58

And the last thing is the DD waiver. Hcps DD waiver I think letting parents know about that upfront because that opens the door to a whole host of federally funded.

[Chad Escallier] 18:40:14

Services for families, including like Maria. The comment she made, maybe that could have helped. Thank you very much.

[Larry Landauer] 18:40:24

Thank you. Please submit all that information for the input. Next we have, Elizabeth.

[Lizbeth Canas] 18:40:36

Oh, But I's in your, Larry, is Kate the very end of Verella, the Mellos, for the answer.

[Lizbeth Canas] 18:41:12

Masquer T was in the U. Depend the end of the, the LANNA SSC that, ECOMOT, and the up the NASA, Hello, Yes, S.

[Lizbeth Canas] 18:41:57

In your, the Okra and Cesar Visios, Savannah of Recella, Familia, Kesar Vinci, Yo, Sabiak and Sika, Equanola Families, a standing percental advantage in the Los Angeles.

[Lizbeth Canas] 18:42:28

Okay, the for the and Good afternoon.

[Larry Landauer] 18:42:56

Thank you. William.

[William Del Rosario] 18:43:05

Hello, this is a Williams mother actually. William is a non-speaker. We have been struggling for some 4 years with our IPP team.

[William Del Rosario] 18:43:16

And I absolutely agree with the speakers that, spoke previously, there is a huge disparity among the Hispanic community.

[William Del Rosario] 18:43:25

And their service coordinators are not forthcoming in letting us know what services are available. And, you know, to the point about what services are offered and what are actually staffed.

[William Del Rosario] 18:43:39

Again, you know, we've been for 4 years without services. Our only service that we have right now is social recreational.

[William Del Rosario] 18:43:46

That we are being made to pay for. And then we get reimbursed sometimes. Sometimes it takes up to 6 months.

[William Del Rosario] 18:43:53

And we had to final complaint and go through the whole process of that, which is very emotionally and time consuming for the families to do that.

[William Del Rosario] 18:44:03

My son is currently receiving to the tune of about \$7 a day. When you look at these numbers that you showed on there of the white families in your saying that that's because they live out of the home, really what the situation for us is, is that because we live out of the home, really what the situation for us is, is that because we live at home, we are being made to staff all of my

[William Del Rosario] 18:44:22

son's services as his parents. You know, we've taken cuts in pay. We have taken.

[William Del Rosario] 18:44:30

So much time. This needs to stop. And it needs to improve. Thank you.

[Larry Landauer] 18:44:39
Thank you.

[Larry Landauer] 18:44:43
Jacqueline?

[Jacqueline Murillo] 18:44:49
The. S.

[Larry Landauer] 18:44:54
Yes, very well.

[Jacqueline Murillo] 18:44:56
See you just, And also, Hello, okay, yeah, you didn't get a, the, our own Calling, with that, Now, Okay.

[Jacqueline Murillo] 18:46:16
The they can stand in Kellos What is But, I must plan on Well, care, You see, KISSA, PROPOSE.

[Jacqueline Murillo] 18:47:24
But, The Esther, So, But the There's yes, But And The KAY has a in the, And I think .

[Jacqueline Murillo] 18:48:17
And Joint for Malaysia, Lasmia Maria. For a man. And, Yeah, S.

[Larry Landauer] 18:49:02
Thank you. Next is,

[Larry Landauer] 18:49:08
On your layout.

[Bobby Olea] 18:49:13
Alright, good. It's time for all the regional centres between everyone. Equally, nor the same.

[Bobby Olea] 18:49:26
Hmm. And. That's the bottom line right there.

[Bobby Olea] 18:49:34
Thank you.

[Larry Landauer] 18:49:36
Thank you.

[Larry Landauer] 18:49:40
Claudia, Claudia.

[Larry Landauer] 18:49:51
On mute cloud, yeah.

[Claudia Rivera] 18:50:06
Yo quería hablar de la tabla de estadísticas que se habla del servicio socio recreacional y se dice que los hispanos somos los más beneficiados en la tabla de estadística se dice que se aprobaron 809 044 dólares pero

estos gastos son aprobados pero no son desarrollados porque tenemos muchas barreras para nosotros poder obtener esos servicios social

[Claudia Rivera] 18:50:36

recreación en primer lugar nosotras tenemos que pagar de nuestra bolsa para para poder obtener un servicio y otro y otro y a veces nuestro nuestro salario lo que nosotros tenemos no nos ajusta para pagar estos servicios de esos si tenemos 3 servicios recreacionales aprobados nosotros más podemos pagar 1 o a veces no más 2

[Claudia Rivera] 18:51:03

Por las barreras que el centro regional tiene para cobrar y para los para que ellos cobren este servicio así es que se puede decir en la tabla que tenemos aprobados 800 000 dólares un 1 000 000 pero en la realidad de la comunidad hispana es que solamente podemos utilizar 200 300 dólares de ese de esa estadística porque la realidad es que tenemos muchas barreras para poder dar tener que mis nuestros hijos tengan

[Claudia Rivera] 18:51:51

esos servicios y para nosotros poder cobrar y poder pagar a las compañías por el centro regional aprueba en una ipí así es que no se puede decir que estamos beneficiados porque no estamos beneficiados no podemos obtener todo ese dinero porque nuestro bolsillo no nos para nosotros pagar ese servicio que según eso se aprobó pero que no se le ha dado a nuestros hijos muchas gracias y

[Larry Landauer] 18:52:30

Oh yeah, I believe you, you submitted some input yesterday, Arturo, did you want to give an update?

[Larry Landauer] 18:52:36

Cause we, we have heard from many families the same. Problem of the paying upfront. That is the challenge.

[Larry Landauer] 18:52:42

Any of us want to go sign our kids up for T-ball for tennis for swimming. We have to whip out a credit card and pay upfront.

[Larry Landauer] 18:52:52

And that's a challenge. So we've been working. Arturo you want to give an update because we really want to try to help with that through an FMS.

[Larry Landauer] 18:53:00

Financial Management Service. Right.

[Arturo Cazares] 18:53:00

Sure. Yes. So we are aware of the challenges that have existed with the individuals that we serve in families that we serve being able to access social recreational services.

[Arturo Cazares] 18:53:13

And what was shared was basically due to the option of using a purchase reimbursement where a family member is vendor they have to pay upfront submit receipts or verification to the regional center and they get reimbursement after the service has been provided.

[Arturo Cazares] 18:53:29

But as Larry shared, we know that there are a lot of social recreational services that are out there for the general public where You have to pay a fee or you registration or whatever the cost might be to access the service upfront so that might not always work for all of the families that we served and it was recently that the Department of Developmental Services provided a directive to regional centers allowing for the use of a financial management service

[Arturo Cazares] 18:53:58

as option to have an agency provide the fee or the cost to that social recreational program upfront. Without having to wait for the service to be provided.

[Arturo Cazares] 18:54:10

So again, being able to access those typical services out in the community. The usual payment method upfront, not after services provided.

[Arturo Cazares] 18:54:19

We are very close now to having 2 of those financial management service providers vendor here for regional center of Orange County.

[Arturo Cazares] 18:54:27

So we hope to have them available very soon. It's just a matter of paperwork, but we are aware of the concern of the challenges and we are working with 2 agencies to have that available to you all very soon.

[Larry Landauer] 18:54:40

Thank you, Arturo. Next it looks like we have Hilda.

[Larry Landauer] 18:54:48

Hello, you're on mute.

[Hilda Cuenca] 18:54:55

See what is.

[Larry Landauer] 18:54:57

Very well.

[Hilda Cuenca] 18:55:00

Oh. Okay, Blankos, a It's Osdì Feretta, L, and, and.

[Hilda Cuenca] 18:55:23

How, Okay, it's lost E, Utica another area, they're, they're, and, and, So let's get the can be imported.

[Hilda Cuenca] 18:55:51

There is a manera, Okay, I was, you know, lost, for, But which is Kansas, which is because of Konjeva and in So, good.

[Hilda Cuenca] 18:56:13

So, Not a message, so it's okay. The Good afternoon.

[Larry Landauer] 18:56:26

Thank you. Charlie?

[Charlee Sessions (OCAP)] 18:56:35

Hi. Okay. Okay. Thank you for your time and all the information you provided this evening, especially the super easy to read graphs.

[Larry Landauer] 18:56:37

Hello.

[Charlee Sessions (OCAP)] 18:56:46

My name is Charlie Sessions, my 2 children are Orange County Regional Center Consumers. I am a part of

OCAP, which is Orange County Advocacy Group of Parents of Children with Special Needs and we're a diverse group of special needs parents who have been working collaboratively with 8 other organizations including Y.M.C.A, Illumination and Institute, California, SCDD,

[Charlee Sessions (OCAP)] 18:57:12

Regional Center of Orange County, Beyond Blindness, Children's Cause of Orange County, Children and Families, Coalition of Orange County and the Center of Autism and Neuro Development Disorder.

[Charlee Sessions (OCAP)] 18:57:23

And we have come together to ask that every regional center coordinator provide each other to ask that every regional center coordinator provide each family with a current checklist, that every regional center coordinator provide each family with a current checklist of available resources and services along with the knowledge and transparency of the expected timeline of how long the service will take to acquire and or potential barriers to expect tailored to each child's age and

[Charlee Sessions (OCAP)] 18:57:46

disability at orientation or the yearly IPP meeting. This checklist will ensure that the family knows all services that can be provided for the child.

[Charlee Sessions (OCAP)] 18:57:58

And that no stone is left and turned. In this checklist, we ask that the coordinator take a reasonable amount of time to walk through the regional center of Orange County's website.

[Charlee Sessions (OCAP)] 18:58:08

So the family is aware of how to navigate this website. We asked that this be a standard practice.

[Charlee Sessions (OCAP)] 18:58:14

We also asked that regional center's Orange County website become a little bit more user friendly. Many parents trained to navigate the website feel like the information is buried and it's hard to find.

[Charlee Sessions (OCAP)] 18:58:28

The website does not seem to be created for the people you serve and we ask that it be more transparent with easy to understand jargon or possibly utilize the advancement of AI to assist families to locate information.

[Charlee Sessions (OCAP)] 18:58:45

Many families receive information on resources through word of mouth such as school drop-off or I've even had somebody give me tips at the grocery store.

[Charlee Sessions (OCAP)] 18:58:55

Instead of regional center and So thank you for your time and hearing us out. We,

[Charlee Sessions (OCAP)] 18:59:04

And that's what we have to say. Thank you so much.

[Larry Landauer] 18:59:07

Thank you, Charlie. Everyone.

[Evelyn Rodriguez] 18:59:16

Hello, Yokiri, in Polico. So, annuals, there's the antiselopandemia, KPDR Center, National.

[Evelyn Rodriguez] 18:59:27

Various stress. Comparando Lasos Arias Center, Santana. You know, Pincipal in Afghanistan and West.

[Evelyn Rodriguez] 18:59:39

In a PASA, Tuvalu, Portonia, that of Mildi. They serve vendor.

[Evelyn Rodriguez] 18:59:47

But a

[Evelyn Rodriguez] 18:59:49

US, You put that, I said, DREAMS, CATRABA, Hocomo, Independent, Facilitator, but a programmer, Auto, A, T, It's more important to Larry, a And that said, Visios.

[Evelyn Rodriguez] 19:00:20

Kubernetes, Krientes, a, a, a, a, a, But I mean, common director, the group for their poor you expanding a company that Como, Facilitator, Independent, Kayuna, Ground, Disparagine, Trace as those areas.

[Evelyn Rodriguez] 19:00:40

You said, to. A, Feel the seat of the center, yeah, Trona.

[Evelyn Rodriguez] 19:00:53

Una, as a poker owner failure, a, a, a, a, a, that in in Santana, Lafesina, and is more important the care center, as you know, and Syria.

[Evelyn Rodriguez] 19:01:34

Ascendo, Esther Huntan's 3, It can be. She is, Good glasses.

[Larry Landauer] 19:02:00

Thank you, everyone. Maria.

[Larry Landauer] 19:02:14

You're on mute.

[Larry Landauer] 19:02:31

We can't hear you. You're on mute.

[Larry Landauer] 19:02:43

Maybe we can if you can get off a mute we might be able to come back. Maybe we should move over to the question and answers.

[Larry Landauer] 19:02:53

Looks like we have a few. Part of you.

[Larry Landauer] 19:03:04

So the first one. Looks like from Brian Solano. Really? Is that where all the funding is going?

[Larry Landauer] 19:03:11

Yep, that's where all the funding is going and that's what the analysis is every year.

[Larry Landauer] 19:03:18

Let's see next, Lulu.

[Larry Landauer] 19:03:24

Mercedes, can you help me with this, this, the next 2 questions look like are in Spanish?

[Larry Landauer] 19:04:28

Okay, thank you. Yeah, we have to we have to meet the needs. So somebody that can no longer live with their parents and has to be in a specialized home.

[Larry Landauer] 19:04:38

That is going to cost a certain amount of money. If there's a certain amount of respite or certain service that you're you're eligible for.

[Larry Landauer] 19:04:48

That it's not just about giving away to \$128. So again, we can't talk about individual cases here.

[Larry Landauer] 19:04:55

Please give us input. Regarding. And we've gotten a lot so far today, so please continue to to give us ideas on how to help the system basically.

[Larry Landauer] 19:05:07

Thank you. The next one is Brian Solano. You can enhance services by providing the support and services that are needed to help.

[Larry Landauer] 19:05:18

Individuals serve accomplished their goals. I have been denied everything. Why? Again, that's an individual question.

[Larry Landauer] 19:05:28

You need to reach out to your service coordinator and And we can get back.

[Larry Landauer] 19:05:34

Maria B, like we did have you Maria speak to us. Is this the same? A question or is this another question?

[Larry Landauer] 19:05:45

Mercedes.

[Larry Landauer] 19:05:53

Yeah, looks like the next 2 are in Spanish. So.

[Larry Landauer] 19:06:05

Thank you.

[Larry Landauer] 19:06:59

Thank you.

[Larry Landauer] 19:07:59

Thank you. This one's, Brian Solano, you are correct. Service grainers are not telling us so agreeing with what somebody has said.

[Larry Landauer] 19:08:08

The next one, Delphina. It's another one in Spanish.

[Larry Landauer] 19:09:03

Port of work. Thank, please. Thank you.

[Larry Landauer] 19:10:02

The next one is there is no oversight or accountability. It took 6 months for me to receive my money back on purchase reimbursement.

[Larry Landauer] 19:10:09

That is unacceptable. Again, this is individual. We'll be looking into this. Thank you, Billy.

[Larry Landauer] 19:10:15

I think that was the grandmother, the old mother. N, Lulu again.

[Larry Landauer] 19:13:32

Yes, please.

[Larry Landauer] 19:14:29

Yeah, this is another personal one. That's not really, It doesn't apply to the POS expenditures.

[Larry Landauer] 19:14:36

So we can, the next one is Carmen Silva.

[Larry Landauer] 19:15:09

And please thank you.

[Larry Landauer] 19:15:44

Alright, then we have Janelle. I'm working in a facility. We are providing one to one support with our clients who has paranoid schizophrenia.

[Larry Landauer] 19:15:56

What services can I ask for? Please talk to your service coordinator at the facility. If it's the wrong level, we would need to look.

[Larry Landauer] 19:16:04

Sometimes we're able to add program support to the facility. Especially during us episodes. Where the schizophrenia might be, worse.

[Larry Landauer] 19:16:17

Anyhow, please reach out to your service coordinator. We have to take care of those situations.

[Larry Landauer] 19:16:22

We. We do not want the health and safety of anybody in jeopardy. I know we have another Spanish one from Madiba.

[Larry Landauer] 19:17:03

Yeah, I, I did not say you have to leave your home. I said that's the cost of the service of leaving the home.

[Larry Landauer] 19:17:10

We do a tremendous amount of work in trying to keep. Family members in the family home. So, if the stress level and the challenge is getting greater, we do need to look at those situations and add more services as necessary.

[Larry Landauer] 19:17:27

I am not saying that you have to. Place please don't don't I didn't wanna get that in.

[Larry Landauer] 19:17:37

That out there. We value. The family and the loved.

[Larry Landauer] 19:17:41

Nobody's loved more than with their family basically. Okay. Then we have, Janelle.

[Larry Landauer] 19:17:48

His case manager is only offering 8 h. Extra direct support page. Please contact your Service coordinator, if your service coordinator isn't helpful, is the supervisor, the manager.

[Larry Landauer] 19:18:01

Absolutely. We, those, those types of questions need to be answered. Josephina.

[Larry Landauer] 19:18:10

Mercedes, please.

[Larry Landauer] 19:18:32

Please, thank you.

[Larry Landauer] 19:19:26

Okay. Then we have a Rocket, why can't the regional center provide more support to parents of individuals under 22 of age?

[Larry Landauer] 19:19:36

22 years of age with aggressive behavior. There are hardly any resources for kids that cannot be helped. With by ABA alone.

[Larry Landauer] 19:19:45

Why parents are still told to call the police or go to an emergency room when more supports could be given at home or a specialized center.

[Larry Landauer] 19:19:55

If those existed, this is a very good one. Thank you for putting this because it's ties into the rate issue.

[Larry Landauer] 19:20:01

And you saw the. All of the vendors are underfunded and they were supposed to get in 2,019 they were shown to be underfunded and they were supposed to get the last increment of their rate increases July one and the governor.

[Larry Landauer] 19:20:19

Scratched that 1 billion dollars into a year later. So one of the reasons We don't have the resources is the vendors are struggling to hire people.

[Larry Landauer] 19:20:31

Because they they don't even they can't pay as much as a lot of the fast food places these days and we all know how challenging it is and how important it is to serve people.

[Larry Landauer] 19:20:43

And watch our loved ones. Okay.

[Larry Landauer] 19:20:50

Jeanette, how can we get the service our client needs if we have. If we ask the coordinator and she always answers, I don't know, I need to ask my supervisor about the service.

[Larry Landauer] 19:21:03

She never offers anything and when As she never knows anything. You need to get to the manager or to Jennifer here Jennifer.

[Larry Landauer] 19:21:15

I forgot to introduce my, some team members here helping me today. Janet Martinez oversees all of case management, Arturo, all of the services.

[Larry Landauer] 19:21:23

And Caitlin is the does amazing work with our family resource center. She's our cultural specialist.

[Larry Landauer] 19:21:30

But okay, the next question here. From grace How often are vendor lists updated? I know families have referenced the list reached out to a vendor only to find that they no longer.

[Larry Landauer] 19:21:44

Contracted with our COC. I'll double check, but I believed it was updated nightly.

[Larry Landauer] 19:21:50

I have to double check that. It should be updated. At the very least once a month.

[Larry Landauer] 19:21:56

So I will see what happened with that.

[Larry Landauer] 19:22:00

Mercedes, we have another one from Luno.

[Larry Landauer] 19:22:35

Okay. Brian Solano.

[Larry Landauer] 19:22:40

And this is directed at me. Again, we are, we're here under the POS expenditures.

[Larry Landauer] 19:22:48

Overall if you have individual issues, please. There was avenues to take care of that but we we had 112 people tonight and we're down to 86 so in the interest of time.

[Larry Landauer] 19:23:00

Please, focus on, like the majority of all the answers here have been input, good input.

[Larry Landauer] 19:23:07

The next one we have here is another one, Spanish Mercedes from Mati.

[Larry Landauer] 19:23:40

This whole presentation was in. In the Vietnamese and Spanish, are we talking about other meetings?

[Larry Landauer] 19:23:49

So, we. We. This meeting has always been translated next year will be in addition.

[Larry Landauer] 19:23:58

As Korean added to it. So, okay. Janette. Cardinal.

[Larry Landauer] 19:24:06

A program support such as we have already put a 30 day emergency eviction but have been waiting. Okay, you need to work with your service coordinator another individual cat question.

[Larry Landauer] 19:24:17
And Another, Spanish one Mercedes from Maria.

[Larry Landauer] 19:25:08
Please, thank you.

[Larry Landauer] 19:26:42
Thank you. William, are there timelines in place for writing referrals? Once again, if you're not getting something fast enough from your service coordinator, please reach the supervisor of the manager.

[Larry Landauer] 19:26:54
And,

[Larry Landauer] 19:26:58
Maria. We have another Mercedes and other Spanish.

[Larry Landauer] 19:27:41
Okay, Bobby, how about the wait list by vendors? I think we've kind of answered that already.

[Larry Landauer] 19:27:48
The big part of that is the pay. The vendors are struggling with hiring enough people. And we have another, the next couple or Spanish Mercedes.

[Larry Landauer] 19:28:33
Thank you.

[Larry Landauer] 19:29:39
Thank you. Okay, Lorena. After asking for service for a year and asked for mediation and after.

[Larry Landauer] 19:29:47
A year attendant have a good taste meeting say a lot of concerns in our meeting. This is another individual.

[Larry Landauer] 19:29:55
Looks like, we need to look, this, this is for the POS expenditures.

[Larry Landauer] 19:30:00
Input regarding. Tactics for us to get better overall.

[Larry Landauer] 19:30:07
Another one from Brian you mentioned to us to contact Jennifer. Again, this.

[Larry Landauer] 19:30:14
This is another personal one. we have another one here in Spanish.

[Larry Landauer] 19:31:32
Another one from Brian this question. Question was how to enhance the services might my questions was by assisting.

[Larry Landauer] 19:31:41
Individuals we serve with helping them. And supporting them in their goals and generic by providing it through our COC funding.

[Larry Landauer] 19:31:49

Yes, are all of our funding should be enhancing the lives and and assisting in the areas directly related to the developmental disability as the Lennox.

[Larry Landauer] 19:32:00

Requires. Okay, Chloe Medina. Hello, my name is Chloe. I am part of OCAP OC and advocacy group of parents.

[Larry Landauer] 19:32:10

Children of special needs. I echo Charlie's comments earlier stated there is a lack of transparency with services offered through the regional center.

[Larry Landauer] 19:32:19

It seems you have to know the right way to ask for services. That your child should already be eligible.

[Larry Landauer] 19:32:26

So good. We'll add this with Charlie's. Thank you, Chloe.

[Larry Landauer] 19:32:31

We have another. Finish one from Lulu.

[Larry Landauer] 19:33:07

Thank you. William, looks like my question is whether there are timelines and accessible public information.

[Larry Landauer] 19:33:16

It's in the Landerman Act. There is timelines. And if you file for a fair hearing, if you file a 47 31 complaint.

[Larry Landauer] 19:33:24

Those do have absolute timelines.

[Larry Landauer] 19:33:28

And The last one here, Grace. As our COC thought about doing a parent panel as part of your service coordinator training.

[Larry Landauer] 19:33:38

Perhaps this collaborative would be helpful. For all involved. Thank you. That will be good input as well.

[Larry Landauer] 19:33:49

William, he's talking about referral timelines. Again, if you are needing a service, we need we are doing do everything possible to get that service as soon as possible.

[Larry Landauer] 19:34:00

If people are not responding to referrals. There is, some, even as the, clients rights advocate had mentioned.

[Larry Landauer] 19:34:07

Utilization is way down in many categories and that's a big part of that is there's no providers to give the service.

[Larry Landauer] 19:34:16

So there is lots of things that advocacy for the vendor rates to just get to where they should be.

[Larry Landauer] 19:34:22

So that's,

[Larry Landauer] 19:34:26

Okay, we were just about to wrap up. We got 3 more. Mercedes and let's try to wrap this up I think we're gonna be running over on our translation.

[Larry Landauer] 19:34:41

Mercedes, we have, Another Spanish one here from Madisella.

[Larry Landauer] 19:35:37

Thank you. Maybe, there's another one from Evelyn. In Spanish. Or Adelphina and then Evelyn.

[Larry Landauer] 19:35:44

So the Delfina.

[Larry Landauer] 19:36:08

Absolutely.

[Larry Landauer] 19:36:53

Okay, and.

[Larry Landauer] 19:37:00

Brian, one is another personal. One to their case. And Raquel, our coordinators instructed to not mention services to parents in order to save money.

[Larry Landauer] 19:37:13

My experience has been there is a policy of don't ask, don't tell. Absolutely not.

[Larry Landauer] 19:37:19

Somebody might be told they're not eligible for something and they take that as a know and it can be misinterpreted but we always usually spell out exactly why.

[Larry Landauer] 19:37:29

If something is not being able to be funded. Or does not appear to be, eligibility.

[Larry Landauer] 19:37:36

All right, well thank you all very much. This is all posted. You can look at this.

[Larry Landauer] 19:37:41

On our website. Again, thank you. We've got a lot of input to add, to the packet when we submit this to.

[Larry Landauer] 19:37:48

To DDS. Thank you again. Have a good

From: Judy [REDACTED]
Sent: Tuesday, March 5, 2024 11:06 AM
To: Larry Landauer <llandauer@rcocdd.com>
Subject: Re: [External] Thanks with a Grateful Heart

Absolutely, Larry.
God bless you all!
Thanks so much again from bottom of my heart.
Judy [REDACTED]
[REDACTED] Mom)

Sent from my iPhone

On Mar 5, 2024, at 10:58 AM, Larry Landauer <llandauer@rcocdd.com> wrote:

Hi Judy, we have our public meeting next week, Wednesday at 5:30pm on Purchase of Service Expenditures and would like to use your email as input on the success of the Coordinated Family Support (CFS) program. The State hoped that this program would help with disparity. Do I have your permission to accept this as success of CFS for you and your family?

Thank You
Larry

From: Judy [REDACTED]
Sent: Monday, March 4, 2024 3:16 PM
To: Larry Landauer <llandauer@rcocdd.com>
Subject: [External] Thanks with a Grateful Heart

Dear Mr. Larry Landauer, Executive Director:

As an ageing/windowed mother caring for my special needs son ([REDACTED]), the heavy loaded daily routine has been overwhelmed me like a dark cloud over my head with many sleepless nights. My prayer is asking God for help/miracle to bring the right people into our lives.

He did:

1. Negin Badihi - [REDACTED] case manager/service coordinator. She works diligently when we have questions/requests, she has always been there and willing to help.
2. Coordinated Family Services (CFS) - the newly introduced program by California DDS/SCDD. It has been an amazing experience for me; just like the desperately needed rain poured over the dry land/forest. Negin connected me with Tasha McCullouch of Mentor for Life. For the past three months, Tasha helped me with many of my questions/concerns of our family needs; for example, William's life planning (present and future).
3. RCOC (Regional Center of Orange Center) - a guiding light of above all; without you, I would be not only totally lost in the dark, but also even in the bright daylight. You help me to open my eyes to see the great work that RCOC has been producing/accomplishing for [REDACTED] and other consumers/families of RCOC.

Very grateful for your loving and caring for [REDACTED] and all of us.

[REDACTED]
[REDACTED] Mother)

c.c. Michelle Vega mvega@rcocdd.com

From: Mindy Kim <mindykim@gmail.com>
Sent: Wednesday, March 13, 2024 6:34 PM
To: pos.input
Cc: Kaitlynn Truong
Subject: [External] RCOC POS Public Meeting Comment

Enclosed please find the link to the petition mentioned during my comment today. Please let me know if you have any questions or concerns. Thank you.

<https://www.change.org/p/call-for-rcoc-pos-guidelines-changes-for-service-access-equity>

Mindy Kim
COO/Principal Broker, Sagewood Properties
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685 Oak Tree Street, Fullerton, CA 92835



From: Dillon, Maureen <mdillon@hs.uci.edu>
Sent: Tuesday, March 26, 2024 3:10 PM
To: pos.input
Cc: Kaitlynn Truong
Subject: [External] Recommendation regarding RCOC public meeting on POS expenditure data

Dear RCOC and DDS,

Thank you for providing this presentation to the community and inviting us to provide feedback.

We agree there have been improvements with regards to more information available in multiple languages, educational events provided by RCOC in collaboration with community organizations that support specific language/ethnic communities, the addition of the bilingual education resource specialist and ongoing collaboration with parent support group leaders.

With support of DDS Service Access and Equity grant funding, The Center for Autism & Neurodevelopmental Disorders (CAND) has been working in collaboration with RCOC and other OC agencies for the past several years to address the disparities in access to RCOC services, with a focus on Spanish-speaking Latino/Hispanic families, and more recently, families that identify as African American, Black, Biracial and Multiracial. We are grateful for the opportunity to continue working with RCOC to address the needs of our community and improve access.

We provide educational presentations to families in Spanish and English on understanding autism and other developmental disabilities and navigating the complex system of services and how to work with RCOC.

We have also been part of the [Equity in OC](#) initiatives and specifically a collaborative grant project focused on improving Social Determinants of Health (SDoH) and reducing the health equity gap for people with disabilities.

I was able to watch the recording of the annual public meeting on POS expenditure data, and have the following feedback:

- There is a statement made when presenting the slides on persons with service coordination only (about minute 43 of the recording) about wanting to learn more about why the Spanish and Vietnamese-speaking populations have significantly higher rates of service coordination only, and “why somebody would not accept services basically.” In our work, it is clear that Spanish-speaking families do want support for their children who are RCOC consumers, but they struggle to access the services. The reasons are numerous and were discussed during the open comment period. It is critical that there is recognition by RCOC that there is a distinction between not accepting services and having difficulty navigating the system to access services. I am not aware of any effort where families who have no purchased services are called or otherwise contacted by RCOC (or an independent party) to ask if in fact they have no needs for any support and wish to decline any/all RCOC services. In our work providing educational presentations, families repeatedly report they are not aware (prior to attending) that these supports and services are available. Also, families sometimes have difficulty connecting with their service coordinator due to changes in staffing. Families share that they have reported what they are struggling with in regards to their child(ren) to their service coordinator, but if they do not know the specific service to request, they may not be connected to help, even though the RC may be able to provide a vendored service, or refer the family to a generic community resource. Some families tried a service in the past, but it did not work out or was inadequately staffed (e.g. respite) and so they get discouraged and do not request help again. Families report difficulties completing paperwork that they are told they need to complete before they can get a service, and they do not have anyone to help them complete the paperwork. Some families are afraid that if they access supports for their child, it will negatively impact another family member’s immigration status/case (i.e., fear of public charge). These are some of the reasons why families are not accessing services, and more were shared during the comment period of the meeting. I am aware that the National Core Indicators (NCI) survey data is used to assess outcomes and satisfaction of services provided by RC’s. Unfortunately, there are significant limitations with this data for this specific population because the surveys do not go to families that are only receiving case management and have no other services. For the families that do not have any purchased services, I encourage continued thinking about the barriers the families face and what might be preventing them from getting support, and trying strategies to reduce those barriers—whether it is paperwork, or lack of accessible information about RC services, or addressing fears of public charge, etc.

- I encourage RCOC to consider all the recommendations provided by the Orange County Advocacy Group of Parents of Children with Special Needs. As previously mentioned, CAND is a collaborative partner of the grant project where this parent advocacy group developed, and we aim to support the families in their advocacy efforts. Their recommendations regarding a checklist of services/supports available, and expected timelines to access these supports provided and discussed during IPP meetings would be very helpful, particularly for the families described above who often have limited or no information about services and supports available through RCOC or in the community.
- We look forward to updates regarding the changes for accessing social/recreational services by using a financial management service. As soon as these details are available, please share them with us so we can incorporate this information into an upcoming newsletter we send out quarterly in Spanish, and upcoming presentations that are supported by our DDS grant.

Thank you,
Maureen

Maureen Dillon, LCSW
Clinical Social Worker

[The Center for Autism & Neurodevelopmental Disorders](#)

Our NEW permanent address effective 4/30/24 will be

The 1st Floor of the [Joe C. Wen & Family Center for Advanced Care](#), UCI Health — Irvine

19200 Jamboree Rd Suite 1100

Irvine, CA 92612

949-267-0400 Main—New main number effective 4/30/2024 will be (657) 579-4100

949-267-0434 Direct

From: Chad Escallier <Chad.Escallier@disabilityrightsca.org>
Sent: Wednesday, March 27, 2024 10:26 AM
To: pos.input
Subject: [External] OCRA Recommendations to Improve RCOC's POS Disparities

Hello,

I provided a public comment at the POS Expenditures Annual Public Meeting highlighting the disparities in the 2022-2023 Purchase of Service Disparity report.

I also provided ways to enhance RCOC's practice to meet the needs of the families and individuals they serve. I have reiterated these points here and provided some additional commentary:

- During IPP and PTM meetings, RCOC staff should discuss some of the available services that may meet the needs of the person served. I have worked with many RCOC consumers who had never heard of Personal Assistance, SLS, and ILS, when those services could have benefitted them. A way to do this, is to bring up possible services that may benefit the consumer when going through each section of the IPP. E.g., Health Status, How the Consumer Cares for Themselves, Day Activities, How the Consumer has Fun etc.
- RCOC staff should provide weekly or biweekly updates on the vendors that have been contacted that may be able to fulfill a consumer's POS. For example, if a consumer is authorized respite hours, but an agency to fulfill those hours has yet to be found, RCOC should notify the consumer which agency, or agencies have been contacted. This contact should help build rapport between the consumer and RCOC staff and also help the consumer understand when services will commence. Additionally, this "follow-through" will help improve POS utilization.
- RCOC SC should go over relevant POS guidelines with consumers and parents to understand why a service will or will not be authorized by RCOC.
- RCOC should hold a roundtable discussion to consumers on what services are available to RCOC consumers. This could be held annually or biannually and done in person and/or remotely. At the discussion, it would be also beneficial to have some RCOC vendors discuss the services that they provide.
- Based on the 2022-2023 Purchase of Service Disparity report, 33.7% of monolingual Vietnamese speakers received no purchase of services. To lower this percentage, RCOC should create a 1:40 caseload for at least 200 Vietnamese consumers so that service coordinators could provide more intensive case management services for this population.
- Because the Home and Community-Based Services for the Developmentally Disabled (HCBS-DD) Waiver can provide a myriad of beneficial services to RCOC consumers, RCOC staff should be discussing the waiver with consumers and their families at IPP and PTM meetings.

Please let me know if you have any questions.

Thank you,

Chad Escallier (He/Him/His)
Clients' Rights Advocate/Attorney
Office of Clients' Rights Advocacy
Disability Rights California
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Thank you

Question Report

Report Generated: 3/20/2024 13:34

Topic	Webinar ID	Actual Start Time	Actual Duration (minutes)	# Question
Annual Public Meeting Regarding Purchase of Service Expenditure Data	989 4340 9544	3/13/2024 17:07	150	60

Question Details

#	Question	Asker Name	Asker Email	Answer	Question Time	Answered Time	Answer Name	Answer Email
1	Hello - the link for the POS presentation that was hyperlinked in the chat only shows the flyer, but not the slide deck that will be used tonight.	Scarlett vonThenen	scarlett.vonthenen@scdd.ca.gov	live answered	3/13/2024 17:32	3/13/2024 17:34	Regional Center of Orange County	it@rcocdd.com
1	Hello - the link for the POS presentation that was hyperlinked in the chat only shows the flyer, but not the slide deck that will be used tonight.	Scarlett vonThenen	scarlett.vonthenen@scdd.ca.gov	<p>Tonight's POS presentation is available in English, Spanish and Vietnamese on RCOC's website at: https://www.rcocdd.com/wp-content/uploads/about/transparency/pos-meeting/POSMeeting03132024.pdf</p> <p>La presentación de POS de esta noche está disponible en inglés, español y vietnamita en el sitio web de RCOC en: https://www.rcocdd.com/wp-content/uploads/about/transparency/pos-meeting/POSMeeting03132024.pdf</p> <p>Bài thuyết trình POS tối nay có sẵn bằng tiếng Anh, tiếng Tây Ban Nha và tiếng Việt trên trang web của RCOC tại: https://www.rcocdd.com/wp-content/uploads/about/transparency/pos-meeting/POSMeeting03132024.pdf</p>	3/13/2024 17:32	3/13/2024 17:34	Regional Center of Orange County	it@rcocdd.com
2	Will this meeting recording be sent out later?	vina patel	bhupendrapl@yahoo.com	The recording for this meeting will be available on our website at www.rcocdd.com .	3/13/2024 18:00	3/13/2024 18:04	Regional Center of Orange County	it@rcocdd.com
3	Really is that where all the funding is going?	Brian Solano	tweety2111@sbcglobal.net	live answered	3/13/2024 18:03	3/13/2024 19:03	Regional Center of Orange County	it@rcocdd.com
4	Buenas tardes, pondrán esta presentación en la página web del RCOC?	Evelyn Rodriguez	epamela31@gmail.com	Sí, la grabación de la presentación estará disponible en nuestro sitio web en www.rcocdd.com	3/13/2024 18:05	3/13/2024 18:07	Regional Center of Orange County	it@rcocdd.com
4	Buenas tardes, pondrán esta presentación en la página web del RCOC?	Evelyn Rodriguez	epamela31@gmail.com	https://www.rcocdd.com/about-rcoc/transparency-and-accountability/diversity-and-disparity-in-pos/	3/13/2024 18:05	3/13/2024 18:15	Regional Center of Orange County	it@rcocdd.com
5	¿Se abrirán los micrófonos para la sesión de preguntas y respuesta?	Maria Berumen	ma.auxilio.berumen@gmail.com	Sí, habrá una oportunidad para que los miembros de la comunidad compartan sus comentarios o preguntas una vez que el Sr. Landauer haya completado la presentación. Pueden levantar la mano e iremos en el orden de los que han levantado la mano para hablar.	3/13/2024 18:05	3/13/2024 18:12	Regional Center of Orange County	it@rcocdd.com
6	Más de 300 mil por año por un blanco solo para que viva en una Institución y para los hispanos solo 24 horas de Repiro = 8,500 al mes .	Lulú A	aguilarlulu82@yahoo.com	live answered	3/13/2024 18:17	3/13/2024 19:04	Regional Center of Orange County	it@rcocdd.com
7	Y yo me voy a ir a una audiencia por 128 dólares. Que piensan de eso?	Lulú A	aguilarlulu82@yahoo.com	live answered	3/13/2024 18:23	3/13/2024 19:04	Regional Center of Orange County	it@rcocdd.com
8	You can enhance services by providing the support and services that are needed to help consumers accomplish their goals. I have been denied everything why?	Brian Solano	tweety2111@sbcglobal.net	live answered	3/13/2024 18:23	3/13/2024 19:05	Regional Center of Orange County	it@rcocdd.com

9	no se olviden de atender el tema de los neuropsiquiatras, que no existen en orange, y que la seguridad no cubre esto porque tiene centro regional y el centro regional y que solamente lo cubre cuando esta fuera de la casa. Se trata de que siga en un ambiente familiar	MARIA BARBOZA	alejandrabetsyros@gmail.com	live answered	3/13/2024 18:32	3/13/2024 19:06	Regional Center of Orange County	it@rcocdd.com
10	Requerimos mas participacion de la mesa directiva del RCOC (board) para que fluya la compra de servicios mas rapido hacia los clientes. romper las barreras a las que se enfrenta toda la Comunidad hispana e igualar los servicios en todas las culturas. Larry esta en mesa de dialogo con la comunidad hispana, pero se tienen que agilizar la aprobacion de servicios.	Jose Canchola	rich.canchola@hotmail.com	live answered	3/13/2024 18:33	3/13/2024 19:07	Regional Center of Orange County	it@rcocdd.com
11	You are correct the service coordinators are not telling us what other services are available?	Brian Solano	tweety2111@sbcglobal.net	live answered	3/13/2024 18:37	3/13/2024 19:08	Regional Center of Orange County	it@rcocdd.com
12	Solicitamos, la comunidad latina, que continúen las reuniones presenciales, y por zoom, que haya traducción al español en todas y cada Una de las juntas, e igual, las dispositivas, traducidas, a español	Delfina Reyes	delrey1814@gmail.com	live answered	3/13/2024 18:43	3/13/2024 19:08	Regional Center of Orange County	it@rcocdd.com
13	Hola	Jacqueline Murillo	jacque_mc9@hotmail.com		3/13/2024 18:43			
14	El gobierno quiere recortar el presupuesto por que los centros regionales no lo autorizan a las familias y después de 9 meses el RCOC aún no tiene un FMS para que haga esos pagos. Además de que la vendorización de las familias es demasiado largo. Para cuando DDS y el RCOC va a dar solución?	Lulú A	aguilarlulu82@yahoo.com	live answered	3/13/2024 18:52	3/13/2024 19:09	Regional Center of Orange County	it@rcocdd.com
15	There is no oversight or accountability. It took 6 months for me to receive my money back on purchase reimbursement. That is unacceptable.	William Del Rosario	wdelrosario421@yahoo.com	live answered	3/13/2024 18:54	3/13/2024 19:10	Regional Center of Orange County	it@rcocdd.com
16	Solicitamos que el RCOC ponga la lista de servicios en su página y también que ponga la lista de proveedores de servicios y productos por categoría en su página del RCOC en español para que las familias puedan elegir el proveedor que pueda servir de manera apropiada al consumidor y su familia. Creen que puedan hacer eso?	Lulú A	aguilarlulu82@yahoo.com	live answered	3/13/2024 18:55	3/13/2024 19:11	Regional Center of Orange County	it@rcocdd.com
17	Solicitamos que las Reuniones del CROC sean traducidos. En español por Zoom. NO WEBINAR. NO WEBINAR.	Claudia Rivera	m.riverac@yahoo.com	live answered	3/13/2024 18:58	3/13/2024 19:11	Regional Center of Orange County	it@rcocdd.com
18	No WEBINARIOS	Claudia Rivera	m.riverac@yahoo.com		3/13/2024 18:59			

19	Podría DDS y el RCOC dar una encuesta a cada familia para que escriba que servicio solicito y cuál fue la respuesta de su coordinador y si se negó, si le dio la carta de negación con sus derechos de ir a una audiencia en español. Por que los coordinadores del RCOC solo dicen no se nada de ese servicio o lo niegan verbalmente, pero las familias no reciben sus derechos. Podrían implementar eso. Y ponerlo en la agenda para la siguiente reunión del Board?	Lulú A	aguilarlulu82@yahoo.com	live answered	3/13/2024 18:59	3/13/2024 19:13	Regional Center of Orange County	it@rcocdd.com
20	Así es!! Se ha solicitado data por área. Santa Ana y del West	Jacqueline Murillo	jacque_mc9@hotmail.com	live answered	3/13/2024 19:01	3/13/2024 19:13	Regional Center of Orange County	it@rcocdd.com
21	Solicitamos data por área de servicio en OC. Santa Ana y West por separado	Jacqueline Murillo	jacque_mc9@hotmail.com	live answered	3/13/2024 19:02	3/13/2024 19:14	Regional Center of Orange County	it@rcocdd.com
22	Why are my requested goals not being added to my IPP with proper services or supports my service coordinator stated that I have to find the services or supports on my own why?	Brian Solano	tweety2111@sbcglobal.net	live answered	3/13/2024 19:05	3/13/2024 19:14	Regional Center of Orange County	it@rcocdd.com
23	necesitamos que todos las juntas sea.traducidas en español. sobre todo las juntas de vendor.	Carmen Silva	Gelysilva45@hotmail.com	live answered	3/13/2024 19:05	3/13/2024 19:15	Regional Center of Orange County	it@rcocdd.com
24	Porque a los hispanos nos ponen tantas barreras para dar un servicio, y a los blancos. No les ponen barreras???	Josefina	josefinaartero@gmail.com	live answered	3/13/2024 19:05	3/13/2024 19:15	Regional Center of Orange County	it@rcocdd.com
25	Working in a facility, we are providing 1:1 support with one of our clients who has paranoia/schizophrenia, what services can I ask for?	Jannelle Silva	jannellesilva37@gmail.com	live answered	3/13/2024 19:07	3/13/2024 19:15	Regional Center of Orange County	it@rcocdd.com
26	Entonces quiere decir que para que nuestros Hijos reciban los servicios necesitan Salir de casa ? Me parece injusto ,los servicios se deben de dar de acuerdo a la necesidad	Maribel Osorio	maribelosorio62@yahoo.com	live answered	3/13/2024 19:07	3/13/2024 19:17	Regional Center of Orange County	it@rcocdd.com
27	His case manager is only offering 8 hours extra of direct support pay	Jannelle Silva	jannellesilva37@gmail.com	live answered	3/13/2024 19:09	3/13/2024 19:17	Regional Center of Orange County	it@rcocdd.com
28	Solicitamos traducción al español en estas juntas.	Josefina	josefinaartero@gmail.com	live answered	3/13/2024 19:09	3/13/2024 19:18	Regional Center of Orange County	it@rcocdd.com
29	DDS tal vez puede hacer una Directiva y el RCOC podrían trabajar en cómo los proveedores de servicios de respiro y cuidado directo al cliente, reciban un incremento de salario. Y no solo el dinero se quede en las agencias? Por que no hay proveedores de servicios para cubrir lo poco que el RCOC autoriza a las familias	Lulú A	aguilarlulu82@yahoo.com	live answered	3/13/2024 19:09	3/13/2024 19:19	Regional Center of Orange County	it@rcocdd.com
30	Why can't the Regional Center provide more support to parents of individuals under 22 years of age with aggressive behavior? There are hardly any resources for kids that cannot be helped by ABA alone. Why parents are still told to call the police or go to an emergency room when more supports could be given at home or at a specialized center, if those existed?	Raquel Gibbons	raqbraz@yahoo.com	live answered	3/13/2024 19:09	3/13/2024 19:19	Regional Center of Orange County	it@rcocdd.com

31	how can we get the service our clien needs if we ask the cordinator and she always answer "I don't know I need to ask my supervisor about this service" she never offers anything and when ask she never knows anything	Jeannette Zamudio	Jujejonathan@yahoo.com	live answered	3/13/2024 19:10	3/13/2024 19:21	Regional Center of Orange County	it@rcocdd.com
32	How often are vendor lists updated? I know families have referenced the list, reached out to a vendor only to find out they are no longer contracted with RCOC.	Grace LeRoy-Loge	gleroy-loge@ymcaoc.org	live answered	3/13/2024 19:12	3/13/2024 19:21	Regional Center of Orange County	it@rcocdd.com
33	Solicitamos que las reuniones del RCOC continúen por zoom, Para nada webinars. Y que también continúen presencial.	Lulú A	aguilarlulu82@yahoo.com	live answered	3/13/2024 19:13	3/13/2024 19:22	Regional Center of Orange County	it@rcocdd.com
34	Mr. Landauer do you actually look into issues that are reported as far as the agency not wanting to meet with me to make necessary changes to my IPP? Per lanterman act I can request as many meetings deemed necessary in order to make sure RCOC is adding my goals properly is this acceptable in your opinion?	Brian Solano	tweety2111@sbcglobal.net	live answered	3/13/2024 19:15	3/13/2024 19:22	Regional Center of Orange County	it@rcocdd.com
35	Por favor poner traducción para entender. Cada segmento que se habla. Ya que hay mucha disparidad.	Marizela Arroyo	Mamamarisela@gmail.com	live answered	3/13/2024 19:15	3/13/2024 19:23	Regional Center of Orange County	it@rcocdd.com
36	Program support such as? We have already put a 30 day emergency eviction but have been waiting a month and a half	Jannelle Silva	jannellesilva37@gmail.com	live answered	3/13/2024 19:17	3/13/2024 19:24	Regional Center of Orange County	it@rcocdd.com
37	Thank you	Jannelle Silva	jannellesilva37@gmail.com		3/13/2024 19:18			it@rcocdd.com
38	En mi caso fue asi, te daban el servicio de neuropsiquiatra (no un psiquiatra solamente) hasta que sale de la casa, asi me lo dijo mi trabajadora despues de 9 anos pidiendolo.	MARIA BARBOZA	alejandrabetysroos@gmail.com	live answered	3/13/2024 19:19	3/13/2024 19:24	Regional Center of Orange County	it@rcocdd.com
39	Sr. Larry, con todo respeto, los hispanos no pedimos que nos regale nada. Solo solicitamos que se autoricen los servicios para que los clientes y sus familias apropiados para que vivan una vida deseada, de calidad, saludable y segura. Con acceso a su comunidad como cualquier persona de su edad. Como lo explica y manda la ley Lanterman. Y pedimos a DDS que apoye para que esto suceda. Por que a los hispanos nos ponen todas las barreras y además hay mucha brecha para recibir servicios y apoyo.	Lulú A	aguilarlulu82@yahoo.com	live answered	3/13/2024 19:19	3/13/2024 19:26	Regional Center of Orange County	it@rcocdd.com
40	Are there timelines in place for writing referrals? I don't see this information on the website.	William Del Rosario	wdelrosario421@yahoo.com	live answered	3/13/2024 19:20	3/13/2024 19:26	Regional Center of Orange County	it@rcocdd.com
41	No hay recursos en Orange county para los comportamientos de nuestros niños. Lo llevaron a un centro con adolescentes que habian intentado suicidarse, un desastre!!!!	MARIA BARBOZA	alejandrabetysroos@gmail.com	live answered	3/13/2024 19:21	3/13/2024 19:27	Regional Center of Orange County	it@rcocdd.com
42	How about the wait list by vendors	Bobby Olea	Bobbyolea070522@gmail.com	live answered	3/13/2024 19:22	3/13/2024 19:27	Regional Center of Orange County	it@rcocdd.com
43	Apoyo total a el zoom. No a el webinar	Marizela Arroyo	Mamamarisela@gmail.com		3/13/2024 19:23			

44	<p>Por ese motivo deberian dar los servicios a una edad temprana para que Sean provechosos y no den nada mas respiro.</p>	Maribel Osorio	maribelosorio62@yahoo.com	live answered	3/13/2024 19:23	3/13/2024 19:28	Regional Center of Orange County	it@rcocdd.com
45	<p>solicitamos que RCOC respete a las familias latinas por que tenemos Tantas Barreras en comparacion de Los Blancos para poder tener servicios en vase a los decesos y nesecidades de Los consumidores no esjusto que RCOC mande a los padres a audiencias donde gastan miles de Dolares ,donde RCOC tine Todo El poder con professionals a diferencia que UN padre que solo defiende El derecho de SUS hijos..</p>	maria cedeno	chitacedeno@gmail.com	live answered	3/13/2024 19:23	3/13/2024 19:29	Regional Center of Orange County	it@rcocdd.com
46	<p>After asking for service for a year and asked for mediation and after a year it didn't have a good taste and we say a lot of concerns in out meetings and it's not addressed and we are asking for your consideration of change and I'm in a group of padre voceros and you know please since your the director and you need the employees to be retrained and enough is enough and we did our work but we need you to put in effort also since your the director I would appreciate it if he can take care of this and retrain all of course staff and there are a lot of worries for children with special needs and I would really appreciate if you look into this, thank you this is Lorena Valdez</p>	Lorena Valdez	Lorevaldez08@gmail.com	live answered	3/13/2024 19:24	3/13/2024 19:29	Regional Center of Orange County	it@rcocdd.com
47	<p>You mention for us to contact Jennifer Montañez a higher manager and we have done that but still no results and you are not responding about why the services are being denied that I have requested for the past 8 years?</p>	Brian Solano	tweety2111@sbcglobal.net	live answered	3/13/2024 19:24	3/13/2024 19:30	Regional Center of Orange County	it@rcocdd.com
48	<p>Yo quisiera hacer un pedido formal que las pólizas de servicios del centro regional en servicios como respiro, asistente personal que los tienen clientes menores y mayores de edad sean REVISADAS nuevamente con la participación de las comunidades que sirve el centro regional. DDS tiene responsabilidad porque firma pólizas que son barreras para obtener servicios.</p>	Evelyn Rodriguez	epamela31@gmail.com	live answered	3/13/2024 19:27	3/13/2024 19:31	Regional Center of Orange County	it@rcocdd.com
49	<p>The question was how can we enhance the services my questions was by assisting consumers and helping them and supporting them with their goals where generic or by providing it through RCOC funding is this correct?</p>	Brian Solano	tweety2111@sbcglobal.net	live answered	3/13/2024 19:27	3/13/2024 19:31	Regional Center of Orange County	it@rcocdd.com

50	<p>Hello. My name is Chloe and I am part of OCAP (OC Advocacy Group of Parents of Children w/ Special Needs). I echo Charlees comments earlier stated. There is a lack of transparency with services offered through the Regional Center. It seems you have to know the "right way" to ask for services that your child should already be eligible for. The list I received for respite/ services offered are outdated. They should be automatically updated so we don't have to call 10 plus agencies for correct info</p>	Chloe Medina	chloemedina@fullerton.edu	live answered	3/13/2024 19:28	3/13/2024 19:32	Regional Center of Orange County	it@rcocdd.com
51	<p>Espero no se malinterprete mi comentario anterior. Ese fue debido que la traducción de la respuesta del Sr. Larry dijo, que no se trata de regalar servicios.</p>	Lulú A	aguilarlulu82@yahoo.com	live answered	3/13/2024 19:29	3/13/2024 19:33	Regional Center of Orange County	it@rcocdd.com
52	<p>We have contacted the management. There are still extensive delays. One was over a year. My question is whether there are timelines and accessible public information on the website about timelines?</p>	William Del Rosario	wdelrosario421@yahoo.com	live answered	3/13/2024 19:29	3/13/2024 19:33	Regional Center of Orange County	it@rcocdd.com
53	<p>Has RCOC thought about doing a Parent Panel as part of your Service Coordinator training? Perhaps this collaborative effort would be helpful for all involved.</p>	Grace LeRoy-Loge	gleroy-loge@ymcaoc.org	live answered	3/13/2024 19:30	3/13/2024 19:33	Regional Center of Orange County	it@rcocdd.com
54	<p>I am talking about referral timelines.</p>	William Del Rosario	wdelrosario421@yahoo.com	live answered	3/13/2024 19:33	3/13/2024 19:33	Regional Center of Orange County	it@rcocdd.com
55	<p>Por más de 10 años no sabía que había más servicios por parte de el centro regional. Ya que solo recibía la visita de la coordinadora una vez a el año. Platicábamos de mi hija. Pero jamás me ofreció nada. Para ella. Y cuando no sabemos. Cómo pedir. Pensaba que así era lo de centro regional.</p>	Marizela Arroyo	Mamamarisela@gmail.com	live answered	3/13/2024 19:34	3/13/2024 19:35	Regional Center of Orange County	it@rcocdd.com
56	<p>The referral never was written</p>	William Del Rosario	wdelrosario421@yahoo.com		3/13/2024 19:34			
57	<p>No pedimos limosnas, pedimos cubrir necesidades de nuestros hijos</p>	Delfina Reyes	delrey1814@gmail.com	live answered	3/13/2024 19:34	3/13/2024 19:36	Regional Center of Orange County	it@rcocdd.com
58	<p>Eso del panel de padres que capaciten a las coordinadores de servicios y personal del c erro regional bajo las necesidades de los consumidores y familias es algo que ICC ha venido pidiendo por años al centro regional que les abran las puertas.</p>	Evelyn Rodriguez	epamela31@gmail.com	live answered	3/13/2024 19:34	3/13/2024 19:36	Regional Center of Orange County	it@rcocdd.com
59	<p>Yes timelines are not being added the excuse has been that the vendors are on a wait list what can you tell us about this?</p>	Brian Solano	tweety2111@sbcglobal.net	live answered	3/13/2024 19:35	3/13/2024 19:37	Regional Center of Orange County	it@rcocdd.com
60	<p>Are coordinators instructed to not mention services to parents in order to save money? My experience has Ben there is a policy of "don't ask don't tell"</p>	Raquel Gibbons	raqbraz@yahoo.com	live answered	3/13/2024 19:36	3/13/2024 19:37	Regional Center of Orange County	it@rcocdd.com